

A



CONCESSIONS HANDBOOK



B



Q

Concessionaire's Reference Guide for Rules, Regulations,
Performance, and Operational Information



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Document Change Log

Version	Date	Section(s) Amended	Description of Change	Amended By
2.1	May 2026	4.3 - U.S. Mail and Package Handling Procedures	Section revised in its entirety to incorporate the Sunport Freight Acceptance Authorization and Release. Added authorization form requirement, courtesy-service-only disclaimer, no-bailment and no-liability provisions, mandatory package pickup timeframes (within 3 hours of notification same day, or by 10:00 a.m. the following business day), abandoned property policy, and opt-out procedure for Concessionaires who decline authorization.	City of Albuquerque Aviation Department
2.1	May 2026	4.4 - Freight	Added notice that Concessionaires must complete the Sunport Freight Acceptance Authorization and Release prior to scheduling any freight delivery through the Sunport Freight Transfer Station or Sunport Warehouse.	City of Albuquerque Aviation Department
2.2	September 2026	5.7.1 - Health Inspections	Section expanded to incorporate the Aviation Department's Standard Operating Procedure for Health Inspections of Concession Operations. Added inspector arrival and escort process, no-advance-notice policy, fifteen (15) minute window for a Concessionaire representative, Concessionaire responsibilities during inspections, inspection sticker posting requirements, required contents of inspection	City of Albuquerque Aviation Department



			submittals and corrective action plans, Aviation Department walkthrough within three (3) business days of a conditional or failed inspection, follow-up monitoring, and escalation criteria.	
2.2	September 2026	Various	Revisions in response to Aviation Department review comments dated September 1 and 2, 2026, including: Dream of Flight language updated to past tense; emergency lead-in added; airline count dated; ground transportation currency disclaimer; ACE Rent A Car removed; Badge Readers relocated after E-Key sections; loading dock fines cross-reference; unattended cart and trash requirements tightened; employee screening statement; company vehicle access clarified; customer service and appearance standards clarified; health inspection walkthrough scheduling and escalation clarified; GoAudits naming; evacuation plan bullets rewritten; street price audit close-out notification; utility meter responsibilities; music and media cross-references; preventive maintenance scope and update statement; alcohol server education requirement added to Concourse Cocktails Program; signage and merchandising plan submittal process; generic condiment terms; health authority standards in food preparation; pest control coordination; lounge health inspection compliance.submittals and	City of Albuquerque Aviation Department



			corrective action plans, Aviation Department walkthrough within three (3) business days of a conditional or failed inspection, follow-up monitoring, and escalation criteria.	
2.2	September 2026	3.2 - Badging Contractor Companies; 4.4.3 - Freight Delivery and Inspection Process	Revisions per Airport Security Coordinator memorandum dated September 4, 2026 (Delivery Escort Procedures): third-party delivery personnel no longer eligible for ID Access Media under either the delivery company's or the Concessionaire's name; Concessionaire escort required for all third-party deliveries; Transfer Station offload and Gate F15 escort procedures added; Access Control Office notification requirement added; cross-reference added to Badging Contractor Companies.	City of Albuquerque Aviation Department



1. Introduction

The City of Albuquerque Aviation Department (Aviation Department) is committed to maintaining the highest standards of customer service, facility and equipment maintenance, cleanliness, and security that travelers and business partners expect at the Albuquerque International Sunport (ABQ or the Sunport). To support those standards, this Concessions Handbook (Handbook) describes the rules, requirements, and operating guidelines for conducting business at the Sunport.

This Handbook is a general resource and does not address every situation. It may be updated at any time. If any provision in this Handbook conflicts with the terms of a concessionaire's lease and concession agreement (Agreement), the Agreement controls. Concessionaires will receive written notice of Handbook updates, and the most current version will be posted for download on the Sunport's website. All concessionaires, tenants, permittees, contractors, vendors, and their employees must comply with the conduct requirements and all other applicable rules and regulations while on Sunport property or in any Sunport facility. A current copy of the Handbook must be available to employees at each concession location.

For purposes of this Handbook, 'Concessionaires' refers to all retail, food and beverage, and lounge concession operators, including their employees.

1.1 Aviation Department Mission

The Aviation Department Mission is to provide a safe, authentic, and exceptional New Mexico experience that connects families, businesses and cultures.

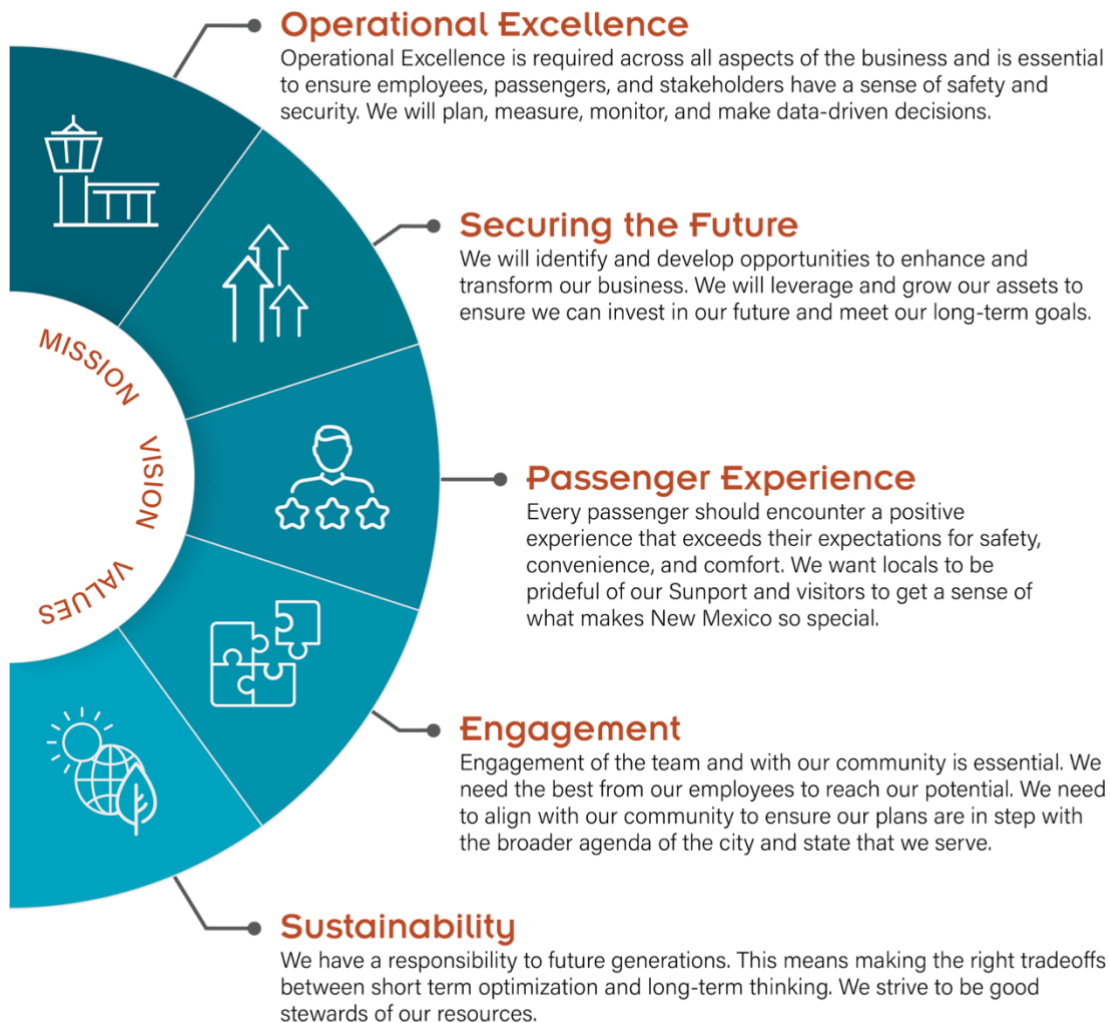
1.2 Vision Statement

The Albuquerque International Sunport's Vision is to innovate and lead in the Aviation industry, creating a sustainable economic and cultural advantage for New Mexico.

1.3 Core Values

- **Safety** and **Security** are our Priorities
- We value **Teamwork**
- We are committed to **Service**
- **Sustainability** drives our work
- **Integrity** guides our actions

1.4 Strategic Plan



1.5 Shop & Dine Experience

The Dream of Flight program, initiated in 2022, transformed the Albuquerque International Sunport. It was the Sunport's first major terminal renovation in more than 30 years, and it went beyond construction. The project was a complete reinvention of the passenger experience, built around New Mexico's culture, creativity, and community.

At the heart of this effort was the new concessions program, designed to bring the spirit of Albuquerque into every corner of the terminal. From layout and design to menus and



merchandise, the goal is clear: create a true sense of place, support local and minority-owned businesses, and give travelers something authentic and memorable.



1.6 Ascend ABQ

Our Ascend ABQ program is dedicated to enhancing the variety of food, beverage, and retail choices available. Our main goal is to feature unique and culturally significant products and services offered by small businesses looking to expand in the airport environment. Ascend ABQ is primarily an exclusive retail program, but it is also open to considering retail concepts that offer pre-packaged and pre-prepared food.

The Ascend ABQ program provides evolving and established small businesses with a short-term, low-risk leasing option for operating a Retail Merchandising Unit (RMU). This is designed to offer affordable and reachable opportunities for these businesses to enter the airport concessions industry. Participating in the Ascend ABQ program offers concessionaires a unique opportunity to market their company, brand, and products to a large audience of thousands of travelers. Additionally, they gain the chance to network with a diverse group of business owners in the airport industry. This networking can open doors for expanding their business into other US airports, increasing ecommerce sales, and establishing wholesale accounts with other concessionaires. We strongly encourage and support the involvement of local and regional businesses in this program.



ELEVATING
LOCAL
BUSINESSES



2. General Information

2.1 Administration Office Business Hours

The City of Albuquerque Aviation Department Office business hours are 8:00AM to 5:00PM, Monday through Friday and is located on the third level of the Albuquerque International Sunport. The airport terminal building is open 24 hours, 7 days a week.

The following holidays are observed by the City of Albuquerque; however, not all facilities and services are impacted.

- New Year's Day
- Martin Luther King Day
- Presidents' Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Indigenous Peoples Day
- Veterans Day
- Thanksgiving Day and the day after Thanksgiving
- Christmas Day

Please note that these holidays are subject to change.

You can reach the Aviation Department staff anytime, 24 hours a day, 7 days a week, through the Airport Communication Center by calling **(505) 244-7706**.

2.2 Safety and Security

In the event of an emergency:

- **Call the Comm Center first** at **(505) 842-4004** if you can do so safely. This number is also on the back of your ID badge. If you're already evacuating, call as soon as you reach a safe location.
- Provide the operator:
 - Your name
 - Callback number in case you get disconnected
 - Nature of the emergency such as fire, medical, structural issue, suspicious activity



- Exact location including building name, street address, nearest entrance or landmark, and floor/room number
- Any other helpful details such as injuries, smoke/flames, hazards, or anyone who may be trapped
- Direct employees and visitors to evacuate the building using the nearest safe emergency exits.
- If evacuated, do not return to your office or work location until you're advised it's safe by the Comm Center or responding personnel.

2.3 Airlines at the Sunport

As of September 2026, the Sunport is served by six (6) major airlines and two (2) commuter airlines. Airline schedules, nonstop routes, and gate assignments can change throughout the year. ABQ welcomed 5.4 million passengers in 2025 and offers nonstop service to 32 destinations, with worldwide connectivity through airline hub airports.

For the most current flight schedule, use the flight information displays in the terminal, visit the Sunport website, or contact the airline directly.

- Advanced Air
- Alaska Airlines
- American Airlines
- Contour Airlines
- Delta Air Lines
- JetBlue Airways
- Southwest Airlines
- United Airlines

2.4 Passenger Amenities

2.4.1. Sunport FlySide Pass

The FlySide Pass Program lets approved visitors ages 18 and older enter the secure terminal to shop, dine, meet, assist, and spend time with family or friends before departure or after arrival. Apply online at: <https://flysidepass.abqsunport.com/abq> or apply on-site at the airport inside the Great Hall, via a kiosk unit.



2.4.2. Mother's Nursing Room

The Mother's Nursing Room is located to the right of the T Connector, on the way to the B Gates.

2.4.3. Pet Relief Areas

The Sunport has:

- One indoor service animal relief area located at Gate A7
- Two outdoor relief areas located outside of the baggage claim level on both the east and west ends of the building

The indoor relief room includes a view of the Albuquerque Bosque, synthetic grass, and a fire hydrant to create a comfortable environment for your service animal or pet. All traveling animals are welcome to use the relief areas, but preference is given to service animals.

2.4.4. Meditation Room

Guests, travelers, and employees who want quiet time away from the bustle are welcome to use the Meditation Room located in the Sunport main terminal, directly across from the airline ticket counters. No formal worship services are scheduled regularly, but the space is used from time to time for religious services.

2.4.5. Visitor's Information Booth

Located in the lower-level baggage area, the visitor's information booth provides information and support to guests and travelers.

2.5 Exhibits and Attractions

2.5.1. Cavalcade of Wings Exhibit

Cavalcade of Wings is a 501(c)(3) nonprofit that has documented and displayed aviation history for the Albuquerque Sunport, Kirtland Air Force Base, and the State of New Mexico since 1965. The museum began with one display case and 25 models in 1965 and now contains over 900 commercial, military, and private aircraft models in 18 display cases.

2.5.2. Knowledge Concourse

The Knowledge Concourse is a new exhibit that celebrates the impact, diversity, and excellence of New Mexico's higher education institutions. Located on the first level of the terminal near baggage claim, the installation features eight colleges and universities from



across the state—each showcased in its own glass case—offering travelers an engaging introduction to the students, innovation, and culture shaping New Mexico’s future. Part of the Sunport’s Dream of Flight terminal renovation, the exhibit enhances the passenger experience by transforming the airport into a space for learning and connection. Open to the public, the Knowledge Concourse welcomes both visitors and residents with a meaningful glimpse into the educational strength found throughout the Land of Enchantment. The eight participating colleges and universities are:

1. Central New Mexico Community College (CNM)
2. Eastern New Mexico University (ENMU)
3. New Mexico Highlands University (NMHU)
4. New Mexico Institute of Mining and Technology (NMTU)
5. New Mexico State University (NMSU)
6. Northern New Mexico College (NNMC)
7. University of New Mexico (UNM)
8. Western New Mexico University (WNMU)

2.5.3. Breakthrough New Mexicans

Breakthrough New Mexicans are outstanding individuals whose work and leadership have significantly contributed to shaping a stronger, more vibrant New Mexico. These honorees embody excellence across professional, civic, and cultural domains, standing out as trailblazers, innovators, and community champions. They not only elevate their respective fields but also uplift the people around them, leaving a legacy of positive, lasting change. Breakthrough New Mexicans recognizes individuals whose exceptional achievements and unwavering dedication have made enduring contributions to the state. This recognition highlights those who have had a transformative influence on the social, economic, cultural, and wellness landscape of New Mexico and have helped move the state forward through innovation, service, and integrity. This is both a celebration of individual accomplishment and a reflection of the collective values that define New Mexico: resilience, creativity, compassion, and a commitment to community well-being.

2.5.4. The Sunport Art Collection

The Albuquerque International Sunport is one of the country’s most culturally unique airports because of its New Mexican architecture and extensive art collection. Artwork in the permanent collection can be found throughout the main terminal building, outside the Ticketing Level entrance, along Sunport Boulevard, at the Rental Car Center (on University SE south of Sunport), and at the historic Old Terminal Building. The Sunport’s temporary exhibits



have gained international recognition and included collaborations with local artists, community organizations and museums.

2.5.5. Rotating/Temporary Exhibits

The Rotating/Temporary Exhibits features rotating, temporary installations that showcase a range of artistic media and cultural themes. These exhibits often include collaborations with local artists, museums, and community organizations, and are displayed in high-visibility public areas such as the Great Hall and on mobile display walls throughout the terminal. The program allows the Sunport to continuously refresh the passenger experience while highlighting diverse stories, perspectives, and creative work from New Mexico and beyond.

2.5.6. Sister Cities Exhibit

The Sister Cities Exhibit at the Albuquerque International Sunport celebrates Albuquerque's global partnerships through its participation in the Sister Cities Program. The display highlights the network of international cities formally connected to Albuquerque, showcasing flags, cultural references, and visual elements that reflect each partner community.

This program reinforces the Sunport's role as an international gateway by promoting cultural exchange, global awareness, and civic pride. Albuquerque's Sister Cities Program is designed to foster "cultural exchange and understanding" through partnerships that support collaboration in areas such as arts, education, and economic development.

Located within the terminal, the exhibit offers passengers a visual representation of Albuquerque's global connections, emphasizing the city's commitment to building relationships across diverse cultures and regions around the world. The installation also aligns with the airport's broader arts and cultural program, which integrates local identity with international engagement to enhance the passenger experience.

2.5.7. Route 66 Monument Sculpture

The Route 66 Monument Sculpture commemorates the 100-year anniversary of historic U.S. Route 66, celebrating its cultural, economic, and social impact on Albuquerque and the broader American Southwest. Positioned within the terminal (post-security near the food hall), the exhibit highlights the legacy of the "Mother Road" through visual storytelling, historical context, and artistic interpretation. As Albuquerque contains one of the longest continuous urban stretches of Route 66, the sculpture reinforces the city's deep connection to this iconic corridor and its enduring influence on travel and culture.

2.5.8. Spirit of the Sunport: ABQ's Aviation Heritage

The Spirit of the Sunport: ABQ's Aviation Heritage in the Great Hall explores the evolution of aviation and Albuquerque's role in air travel over time. Through a combination of interpretive



displays, historical content, and visual elements, the exhibit connects passengers to the broader story of flight, from early aviation milestones to the modern airport experience. It serves both an educational and experiential purpose, reinforcing the Sunport's role as a gateway while celebrating the innovation and history that shape air travel today.

2.6 ABQ Tours and Viewing Areas

2.6.1. Sunport Tours

The Sunport offers behind-the-scenes tours of the airport, including information on the Sunport's history, art collection, and Old Terminal. Tours may also include opportunities to get up close to airplanes and experience the airport in a unique way.

To arrange a tour for your group, contact:

Doug Lutz

Email: dlutz@cabq.gov

2.6.2. Observation Deck

The Observation Deck is currently closed for renovations, with a targeted reopening in summer of 2027.

2.7 On-Site Hotel

2.7.1. Sheraton

The Sheraton hotel is located on Sunport property. Shuttle service is available, or guests can walk.

Address: 2910 Yale Blvd SE, Albuquerque, NM 87106

Phone: **(505) 843-7000**

2.8 Accessibility and Assistance Services

2.8.1. Accessibility Services Overview

The Sunport offers accessibility services for travelers who need assistance. Passengers are encouraged to call their airline prior to travel to arrange wheelchair services, oxygen requirements, or other accommodations. Most airlines also provide options in their reservation systems to identify specific needs, including for travelers with service animals.

If passengers are unsure who to contact, or if they would like to inquire about other arrangements, contact the Sunport at **(505) 244-7700**.



2.8.2. Sunport Ambassador Program

Upon arrival, airline personnel and Sunport Ambassadors are available to assist travelers and answer questions.

Main Airport Number: **(505) 244-7700**

Airport Paging: **(505) 244-7706**

2.8.3. Deaf and Hard of Hearing Services

- TTY telephones are located throughout the Sunport next to all payphones. Phones are designated with the TTY symbol.
- Refer to the terminal maps page in **Appendix B** to find payphone locations.

2.8.4. Hidden Disabilities Sunflower Program

The Sunport has partnered with Hidden Disabilities (<https://hdsunflower.com/us/>) to bring its Sunflower Lanyard program to ABQ.

The United Kingdom based organization, created in 2016, helps people with hidden disabilities discreetly inform others – through the use of Sunflower printed items – that they have a disability that may not be readily apparent. The Hidden Disabilities Sunflower indicates to approaching employees, especially those in customer service roles, that the person may need more assistance and patience is appreciated.

Travelers can ask for a Sunflower item at the information booth or the administration offices. Anyone who feels they have a hidden disability can request one – there are no prerequisites for asking for or wearing an item and the nature of the disability does not need to be disclosed. When Sunport employees see an individual wearing a Hidden Disabilities Sunflower item, they will then know that the individual may need extra assistance/patience.

For questions about the Hidden Disabilities Sunflower Program, contact:

Doug Lutz

Email: dlutz@cabq.gov

2.9 Customer Parking Information

The parking facilities are open 24 hours per day. Cash, Master Card, Visa, American Express, and Discover are accepted for payment upon exiting. The safe, well-lit facilities are patrolled by the Aviation Police at **(505) 244-7706**.



Call the parking information hotline at **(505) 842-7030** for current information. Contact the parking administration office at **(505) 244-7883**.

See Sunport Parking Map in **Appendix A**.

For current parking rates, please visit: <https://www.abqsunport.com/parking-lots-rates/>

2.9.1. Parking Garage (Covered)

A four-level garage adjacent to the ABQ terminal with covered access provides space for 3,400 vehicles on an hourly/daily basis. Height restrictions: Garage Parking Levels 1, 2, & 3: 6 ft 8 in; Level 4: 8 ft 6 in

2.9.2. Premium Economy Lot

There are 450 spaces available in the partially covered Premium Economy Lot, located directly north of the garage. Height restrictions: 8 ft. 9 in.

2.9.3. Basic Economy Lot

This 388-space parking lot accepts credit card payments and now offers tap-to-pay for added convenience. Located just east of the parking structure, the lot can be accessed via the arrival-level roadway to Girard or from Gibson to Girard. The lot is self-pay, open 24/7, and monitored around the clock. Assistance is available via intercom with the parking office. The lot uses self-pay terminals. Height restrictions: No height restrictions.

2.9.4. Cell Phone Waiting Area

The Sunport offers a new free Cell Phone Waiting Area for use by the general public. Meeters and greeters can park in this lot and wait for a call from their arriving passenger before driving to the front of the terminal for pickup. This reduces congestion and security problems in front of the terminal and saves fuel.

Location: 2325 Sunport Loop SE, directly north of the main terminal building and adjacent to the Sheraton Hotel.

Note: Drivers must always remain with their vehicle while in the cell phone waiting area.

2.9.5. Aircraft Observation Area

The Sunport also offers a free Aircraft Observation Area that can serve as a cell phone waiting area. It is located south of the terminal on Spirit Drive, just east of University Boulevard.



2.10 Rental Cars

The Rental Car Center is OPEN 24/7, passengers should check with their Specific Car Rental Vendor for their specific times.

Car rental customer service counters and ready/return lots are located at:

Sunport Car Rental Center
3400 University SE
Albuquerque, NM 87106

Car rental shuttles provide free transportation between the terminal building and the Car Rental Center 24 hours a day, 7 days per week. Shuttles run every 10 minutes from the commercial lane located outside the 1st level of the airport terminal building. Shuttle buses are handicap accessible.

2.10.1. Car Rental Companies

- Alamo – (505) 724-4500
- Avis – (505) 842-4080
- Budget – (505) 247-2576
- Dollar – (505) 842-8733
- Enterprise – (505) 765-9100
- Hertz – (505) 842-4235
- National Payless – (505) 724-4500
- Thrifty – (505) 842-8733
- Sixt – (888) 749-8227

2.11 Ground Transportation Services

A wide variety of ground transportation serve the Sunport. Contact the companies listed below for more information.

Provider information in this section is current as of September 2026 and is subject to change. Refer to the Sunport website at <https://www.abqsunport.com> for the most current ground transportation listings.



2.11.1. Public Transit

Albuquerque's public transit system. Call or visit <https://www.cabq.gov/transit/routes-and-schedules> for bus service times and routes.

(505) 243-RIDE or (505) 243-7433

NOTE: Route 250 (weekdays only) has been temporarily suspended.

Route 50 (weekdays and Saturday) stops at the Sunport.

2.11.2. Train

2.11.2.1. NM Rail Runner Express

<https://www.riometro.org/rio-metro-schedules/airport/going-to-the-airport>

(505) 245-RAIL (7245)

Train service from Santa Fe to Albuquerque and south to Belen. Shuttle service between Sunport and Rail Runner stations provided by ABQ Ride view schedules at <https://www.cabq.gov/transit> (Route 50 or Route 250).

2.11.2.2. Amtrak

<http://www.amtrak.com/>

(800) USA-RAIL or (800) 872-7245



2.11.3. Limo

2.11.3.1. American Limousine

(505) 877-7576

Limousines, sedans, SUVs, and vans for any occasion. 24 hours a day, 7 days a week

2.11.3.2. Legendary Limo Service, LLC

(505) 980-1468

Friendly and attentive, we are the only professional vintage luxury transportation throughout the Albuquerque area. Providing impeccable limo services, your satisfaction is always of the utmost importance. Our attention to detail, head turning 1937 Cadillac Fleetwood, and expertise ensure every ride is an extraordinary experience. Make every event legendary!

2.11.3.3. Private Car Service Santa Fe

(505) 660-3227

Offering late model Chevy Suburbans that can accommodate up to 7 passengers with luggage. Experience seamless transfers from Albuquerque Sunport to enchanting Santa Fe (or vice versa).

2.11.3.4. Star Limo

(505) 848-9999

2.11.3.5. Taos.Limo

Reservations are needed.

(575) 741-6262

2.11.3.6. Carey Southwest Limousine

(505) 766-5466

Worldwide chauffeured services, 420 cities, 82 countries. Sedans, vans, limousines, and mini busses.

2.11.4. Shuttle Service

2.11.4.1. ABQ Ride:

<https://www.cabq.gov/transit>



2.11.4.2. RoadRunner Charter & Private Ride

(505) 424-3367

Daily Door-to-door private ride charters from the Sunport to Santa Fe, Los Alamos, Espanola, and surrounding areas.

2.11.4.3. Taos Rides

(575) 613-3256

Shuttle service between the Sunport, Santa Fe, and Taos.

2.11.5. Ride Sharing

On Bag Claim level, proceed to Door 7 for ride share pickup.

2.11.5.1. Uber

2.11.5.2. Lyft

2.11.6. Taxi

On Bag Claim level, proceed to Door 2 to find taxis.



2.11.6.1. ABQ Metro Taxi

(505) 450-8580

Email: abqmetrotaxi@gmail.com

Web: **Error! Hyperlink reference not valid.**

2.11.6.2. Aspen Rides

(505) 388-3692

Email: Isaini@aspenridesnm.com

2.11.6.3. Green Cab

(505) 243-6800

2.11.6.4. zTrip

(505) 247-8888

2.11.6.5. My Ryde Taxi Services

(505) 814-4442

2.11.7. Accessible Rides

2.11.7.1. Accessible Vans of America – ABQ

(877) 501-8267

Call to book at least 24-hours in advance

Subject to availability

NOTE: This company has vans for rent that are wheelchair accessible and ADA compliant.

2.11.7.2. Aspen Rides

(505) 388-3692

Email: Isaini@aspenridesnm.com



2.11.8. Tour/Charter

2.11.8.1. Herrera Coaches

(505) 242-1108

2.11.8.2. Paradise Tours

(505) 877-0697

2.11.8.3. RoadRunner Charter & Private Ride

(505) 424-3367

Daily personalized private and group charters & tours from the Albuquerque International Sunport throughout the entire State of New Mexico.

2.11.8.4. Socorro Taxi

(505) 835-4276

Shuttle and charter bus service south of Albuquerque, T or C, Belen, and Catron County.

2.11.8.5. Tours of the Southwest

(505) 982-0623

3. Badging

3.1 Badging Employees

To maintain the highest standards of security, every Sunport employee is required to obtain and display an official security badge issued by the Albuquerque International Sunport.

This badge grants authorized access to designated areas and serves as a critical component of the Sunport's security framework. Employees must follow all badging policies and procedures, including compliance with TSA regulations and airport-specific guidelines, to ensure a safe and secure environment for all passengers, visitors, and staff.

Employees may schedule a badging appointment via the online scheduling app available on the airport's website at <https://abqsunportbiz.com/employee-badging/>. All Services are by *appointment only*.



3.2 Badging Contractor Companies

Sunport tenants are required to submit a request for badging contractors for projects at this leased premises, or on Sunport property.

Third-party delivery personnel are not eligible for badging under this process, whether under the delivery company's name or under the Concessionaire's name, and must be escorted while on Airport property. See Section 4.4.3, Freight Delivery and Inspection Process.

3.2.1. Contractor Badge Submission Request

For contractor badging requests, submit the **Contractor Request Form (Appendix C)**.

The contractor representative, designated to become the company's authorized signatory, will then make an appointment with the Contracts Division to process badging paperwork.

The following information shall be provided to the Contracts Division:

- Valid Driver's License
- Contractor License
- Company Vehicle Disclosure - Types, registration and license plates
- Proof of insurance coverage

3.2.2. Approval Process

An authorized signatory member on the Contract team will oversee the paperwork completion with the contractor representative, verifying all required documents and inputting badge classification requirements, e.g. Green Badge, Escort, Ramp Driving, Authorized Signatory, etc.

The Contracts Division representative will sign off all badge application forms and provide this paperwork to the contractor representative, to proceed to the Access Control office, to take next steps to being badged.

Once all badge paperwork is completed, the Contract individual will submit an authorization form directly to the Access Control Office, requesting the execution of a badging account for said company and representative. Contracts will submit a form titled "Company On Boarding Form".

An Authorized Agent at the Sunport is authorized to sign documents that allow individuals to apply for an Airport identification badge and/or keys. They are required to verify that a badge and key(s) have been provided (as well as returned when employee leaves Department) and serve as the point of contact for any badge related violations. This role is typically filled by the Hiring Manager but may be assigned to another appropriate individual.



The Authorized Signatory may only approve access for employees within their own division or company. For example, an Aviation manager may not sign for a Concessions employee. This requirement ensures the manager has appropriate oversight, including awareness of any badge-related violations and can address them as needed.

Access Control will confirm receipt of form sent by Contracts Dept. to badge an individual and/or company. Access Control will process the badging application per regulatory standards.



4. Locks

The Albuquerque International Sunport utilizes Electronic Keys (E-Key) and Badge for access to secure and sterile areas. Tenants are responsible for properly securing doors and requesting and receiving appropriate access.

4.1.1. Electronic Keys (E-Key)

- E-Keys are physical keys that utilize electronic cylinders and validation for access.
- E-Keys are utilized for most door access within the terminal and Tenant spaces.
- All Tenant doors are required to have E-Key locks.
- For information, please refer to the current Access Control Infrastructure Guidelines.

4.1.2. E-Key Acquisition and Access Permissions

- All E-Key requests must be submitted to the Access Control Office via your Authorized Signatory.
- Deposits and lost E-Key fees may apply.

4.1.3. E-Key Validation

- Each E-Key must be validated at various validation stations throughout the Sunport
- If an E-Key is not validated within 7 days, the E-Key will be deactivated and will not function until it's validated.
- Validation creates a record of all accessed doors along with the dates and times of access.

4.1.4. Badge Readers

- Badge readers are typically placed on access pathways from non-secure to secure or sterile areas.
- In addition to the Badge, they are accompanied by a code entered on a keypad.
- Badge access is requested via the Badging process online at <https://abqsunportbiz.com/employee-badging/>.

4.2 Employee Parking

Each company doing business at the airport is assigned a primary and alternate parking lot, for employees to park during work hours. The security badge issued by Access

Control will be programmed to activate parking lot gates for entry.



Parking passes are issued during the badging process. The Authorized Signatory indicates on badging paperwork if parking is required. The Access Control Office staff will assign the correct assigned parking lots during the badging process. Employees with disabilities seeking parking closer to their workplace must contact the Landside Operations Manager, at **(505) 382-4097**, for the assignment of a parking space.

See Parking Map in **Appendix D**

4.3 U.S. Mail and Package Handling Procedures

The City of Albuquerque Aviation Department ("City") may, as a courtesy and for the convenience of Concessionaires, accept packages and deliveries addressed to the Concessionaire at the Sunport Freight Transfer Station and/or Sunport Warehouse locations from the U.S. Postal Service, UPS, Federal Express, and other courier companies.

Before the City will accept any packages or deliveries on a Concessionaire's behalf, the Concessionaire must complete and return a signed **Sunport Freight Acceptance Authorization and Release** to the Concessions office. This form is available from the Concessions office or the Sunport Warehouse.

This package acceptance service is provided as a courtesy only. The City is under no obligation to accept, store, safeguard, or deliver any package or shipment on the Concessionaire's behalf and may discontinue this service at any time, with or without notice. The City's temporary acceptance or possession of any package or shipment does not create a bailment or any other custodial relationship; the City assumes no duty to protect, insure, monitor, or return any package or shipment. Concessionaires are solely responsible for maintaining any insurance they deem appropriate.

Before receiving any mail, all Concessionaires must provide a current contact number to the Warehouse.

Warehouse Contact Number: **(505) 244-7746**.

The City does not process Concessionaire mail; it is the Concessionaire's responsibility to track their own deliveries. A U.S. Post Office is located on airport property at 2100 George Road, S.E., telephone number 505-346-0923, and may be a reliable option to rent P.O. Boxes or arrange for mail service.

All mail and packages must be signed for and can be picked up on the far west side of the first floor in the terminal. Turn south through the double doors near the warehouse.



Concessionaires are solely responsible for promptly retrieving all packages. Packages must be retrieved within **3 hours** of notification of arrival at the facility on the same day, or **by 10:00 a.m. the following business day** if the facility is closed at the time of notification.

Any package not retrieved within the timeframes specified above may be deemed abandoned. The City may, in its sole discretion and without further notice, return the package to the sender, dispose of it, or otherwise remove it at the Concessionaire's sole cost and expense.

The following may be delivered to the warehouse:

- USPS Mail
- Packages from Amazon, UPS, FedEx, and other non-freight carriers.
- Note: Packages may not be left in belly freight areas.

Outgoing mail and package services are not available at the warehouse. Concessionaires must source courier services independently.

Deliveries on the non-secure/non-sterile side of the airport can be made to this address using the following format:

Intended Recipient Name
C/O Sunport Warehouse-Tenant Name
2305 George Dr SE
Albuquerque, NM 87106

Concessionaires who elect not to complete the Freight Acceptance Authorization and Release are solely responsible for arranging delivery and receipt of all packages and shipments at a location outside the Airport.

Items needing delivery to the secure/sterile area must go through Gate F15 for Freight Inspection. All freight entering restricted areas of the Airport remains subject to applicable security screening requirements.



4.4 Freight

This is a general guideline for freight delivery. All Albuquerque International Sunport operations, security, TSA requirements and required training apply. Concessionaires who have not completed the Sunport Freight Acceptance Authorization and Release are not eligible to receive packages or shipments through the Sunport Freight Transfer Station or Sunport Warehouse; contact the Concessions office to obtain and submit this form prior to scheduling any freight delivery.

For questions contact:

- Airport Security Specialist, (505) 244-7757
- Airport Security Coordinator, (505) 244-7704

The Sunport operates a freight transfer station and terminal, located on the approach to the F15 security guard gate, exclusively for tenants to introduce freight into the airport system. The transfer station can service concession units throughout the entire concourse system.

This station is operated by the airport's Access Control division, which deploys TSA regulatory rules and regulations for inspecting freight.

4.4.1. Hours of Operation:

Inspection Station Monday-Friday from 7am - 4pm

4.4.2. Location

Signage as you approach, and on the building will direct you towards the Freight Delivery Terminal. The freight delivery terminal is located at the Belly Freight building on George Road (at the end of Yale Blvd SE). See Map in **Appendix E**.

4.4.3. Freight Delivery and Inspection Process

All vehicles are subject to inspection.

Merchandise that meets any of the following criteria must be inspected:

- Meant for sale to the public in a sterile area
- Non-sale or consumption freight deliveries to a sterile area

All freight is delivered to Gate F15.

Third-party delivery personnel, including drivers for beverage, food, and other product distributors, are not eligible for Sunport ID Access Media (badges), whether under the delivery company's name or under the Concessionaire's name. All third-party delivery personnel must be escorted by the Concessionaire receiving the delivery.



Concessionaires must receive third-party deliveries using one of the following two procedures:

- **Transfer Station offload.** The delivery is offloaded at the Freight Transfer Station. Following inspection, the Concessionaire's employees retrieve the shipment and move it to the Concessionaire's assigned storage area(s) using the Concessionaire's own employees and equipment.
- **Escort from Gate F15.** The delivery vehicle is met at Gate F15 by an appropriately badged Concessionaire employee, who escorts the delivery vehicle into the Secured Area after all required inspections have been completed. Escorted vehicles and drivers remain subject to Section 4.7, Company Vehicle Access, and all airfield driving and escort requirements.

Goods will be inspected to ensure that no prohibited items are in the pallet.

Packages that have been commercially labeled and sealed do not need to be opened.

Once freight has been inspected, drivers and escorts can receive freight on the secure SIDA airfield side and transport the freight to your support space on the concourse

Note: Freight is not allowed to be left overnight inside the delivery terminal.

4.5 Deliveries and Concession Location Stocking

The Aviation Department has implemented the following specific rules and regulations that Concessionaire must follow to ensure the timely and orderly delivery and stocking of Concessionaire's food items and other goods. Deliveries and Stocking are divided into the following two categories:

4.5.1. Pre-Security

- 1) Concessionaires who have Concession Locations within the pre-security portion of the terminal building should receive deliveries of food items and other goods for those locations at the loading dock located in the terminal building west end delivery tunnel, **See Appendix E.**
- 2) No vendor delivery vehicles may enter the tunnel area unless escorted by the Concessionaire or the Concessionaire's authorized employees. Before the vehicle enters the tunnel area, the Concessionaire's authorized employees must check and verify the delivery by confirming:
 - the delivery is intended for the Concessionaire location(s),
 - the vendor/driver and vehicle match the expected delivery information (company name and, if available, vehicle identifier),



- the number of pieces, cartons, pallets, or totes matches the delivery ticket or packing slip, and
- packages show no obvious signs of tampering or damage.

If the delivery cannot be verified or appears tampered with, it must not be brought into the tunnel area and must be reported to Airport Operations or Airport Security, per airport procedures.

- 3) Vendors must be always monitored while unloading their delivery vehicles and must then be escorted out of the tunnel area. All deliveries received at this location must meet current airport security requirements.
- 4) Concessionaire shall ensure, after each of its deliveries, that all trash, debris, crates, and pallets are immediately removed from the loading dock and disposed of properly. Failure to comply with this requirement may result in the assessment of fines as set forth in Section 8.11, Violations and Fines, and/or revocation of Concessionaire's right to use City's loading dock.
- 5) If stocking of pre-security Concession Locations from a common storage area is required, such stocking shall be accomplished at appropriate times and with proper transportation carts in order to minimize the effect on the traveling public and Concessionaire's operations. All transportation carts must have non-marking wheels made of a soft rubber composite material to reduce noise when in use in the terminal building.
- 6) All movement of food and food supplies shall be coordinated with the Aviation Department for routes, schedules, limitations, and restrictions. The Aviation Concession Manager will assist in the coordination.
- 7) Fresh Food Delivery Exceptions (By Approval Only)
The Concessionaire may request approval to take delivery of freshly prepared or freshly baked food items for immediate sale at curbside only when use of standard loading/delivery routes is not practical or would reasonably risk product quality, temperature control, or food safety. Examples may include time-sensitive fresh items requiring immediate receipt, temporary unavailability of the designated loading area, or operational constraints that prevent timely delivery.

All curbside deliveries under this section require prior written approval from the Airport. Approval is granted at the Airport's sole discretion and may be denied, suspended, or revoked at any time based on safety, security, traffic conditions, staffing, or operational needs.

Request process: The Concessionaire must submit a request to Airport Operations (or the Airport's designated point of contact) at least **two (2) business days** hours in advance whenever possible. Requests must include the vendor's name, vehicle



description and license plate, proposed date and time window, delivery location (lower or upper roadway), estimated duration, and a brief description of the items being delivered. Same-day or short-notice requests may be considered but are not guaranteed.

If approved, deliveries must occur only in one of the following areas:

- a) curbside, lower roadway, furthest point on the west end, or
- b) curbside, upper roadway, furthest point on the east end.

- 8) Food items and other goods being transported within the terminal building shall be handled with care and in a manner that ensures that all items are packaged within containers and that the containers are properly covered and are not leaking.
- 9) All transportation carts, including those used for food items or trash disposal must be attended by Concessionaire's employees at all times. Trash and refuse must be transported directly to the designated disposal area and must not be left unattended in public or non-public areas of the terminal.
- 10) All deliveries made from the transportation carts must be made completely within the Concession Location and must not interfere with the passengers' use of public areas.

4.5.2. Post-Security Deliveries and Concession Location Stocking.

- 1) Concessionaires who have Concession Locations within the post-security portion of the terminal building must receive deliveries of food items and other goods for those locations at designated ramp level delivery sites within the Security Identification Display Area ("SIDA") of the airport, **See Appendix E.**
- 2) No vendor delivery vehicles will be allowed to enter the SIDA unless escorted by Concessionaire or Concessionaire's authorized and badged employees and all deliveries must be checked and verified by those employees prior to entering the SIDA.
- 3) Vendors must be always monitored while unloading their delivery vehicles and must then be escorted out of the SIDA. All deliveries received at these sites must follow current airport security requirements.
- 4) Approved days and times for deliveries of food items and other goods at the designated ramp level delivery sites are weekdays between the hours of 8:00 a.m. and 11:00 a.m. The Aviation Department reserves the right to adjust the days and times as necessary.
- 5) If stocking of post-security Concession Locations from a post-security common storage area is required, such stocking shall be accomplished at appropriate times



and with proper transportation carts in order to minimize the effect on the traveling public and Concessionaire's operations.

- 6) All transportation carts must have non-marking wheels made of a soft rubber composite material to reduce noise when in use in the terminal building.
- 7) If stocking of post-security Concession Locations from a pre-security common storage area is required, access to the post-security Concession Locations is permitted via card-reader access to the SIDA or through the security checkpoint. Current airport security requirements and TSA requirements will be strictly enforced regarding these stocking procedures.
- 8) Food items and other goods being transported within the terminal building shall be handled with care and in a manner that ensures that all items are packaged within containers and that the containers are properly covered and are not leaking.
- 9) All transportation carts, including those used for food items or trash disposal must be attended by Concessionaire's employees at all times. Trash and refuse must be transported directly to the designated disposal area and must not be left unattended in public or non-public areas of the terminal.
- 10) All deliveries made from the transportation carts must be made within Concessionaire's Concession Location and must not interfere with the passengers' use of public areas.

4.6 Employee Access

TSA does not provide an employee-only express lane. Employees are subject to the same TSA security screening as the general public. Employees must present credentials to TSA for the primary check first. After TSA clears the employee at primary, TSA may direct the employee to proceed ahead of passengers to screening. Employees must only do this when directed by TSA and must do so courteously and without disrupting passengers.

All employees are required to comply with posted signage and restrict their activities to designated areas at all times.

Concession program employees scheduled to arrive early (before the TSA checkpoint opens at 3:45 a.m.) are permitted to use the " Limited Access Door," which operates daily from 2:00 a.m. to 3:00 a.m. These employees must comply with all security regulations and be prepared for random screenings conducted by TSA officers and airport security personnel. Refer to the map in **Appendix F**.



4.7 Company Vehicle Access

All company vehicles and their drivers are required to comply with the following regulations when driving into the restricted SIDA area via airport security gate F15:

- The driver must be a badged individual with the proper authorization noted on their badge. If the driver is transporting passengers, they must have 'escort' authority.
- All passengers are required to have valid identification.
- Only marked company marked vehicles are allowed and must have dual door signage required on vehicle
- The driver must have a valid unrestricted state driver license
- The vehicle must have valid license plate
- The vehicle must have valid vehicle commercial registration
- The vehicle must have valid proof of vehicle insurance certificate
- Note – use of rental vehicles is not allowed.

5. Customer Service

The success of the Concession Program is based primarily on the level and continuity of the service provided to the Sunport customers. Other elements of Concessionaire's operations affect the customer's experience, but exceptional customer service is the measure of success. Therefore, Concessionaire's policies, procedures, and training related to customer service shall include the following items at a minimum.

5.1 Customer Engagement

- 1) Every customer should be promptly acknowledged and greeted with a warm, friendly smile. This first friendly hello sets the standard for service in the Concession Location and creates a sense of ease for the customer. A smile is invaluable in reinforcing the sincerity and welcome of the greeting.
- 2) Every staff member should be reasonably knowledgeable about each item of merchandise, including prices, materials, and important features of each item. All employees, including the cashier, have opportunities for suggestive selling or add-on selling.
- 3) All customers shall be thanked for their patronage and an invitation should be extended to make a return visit.



- 4) Concessionaire shall take responsible steps to ensure that airport users who have a limited ability to read, write, speak or understand English are provided meaningful access to concessionaire's services.

5.2 Employee Service Expectations

Concessionaire shall communicate clearly and concisely its expectations for all employees to provide excellent customer service. To provide the highest level of customer service, employees shall abide by the following procedures:

- 1) All employees that are visible to the public shall be actively engaged in doing their respective jobs.
- 2) All employees shall be polite, positive, and constructive in their interactions with customers and with each other.
- 3) When a customer enters the Concession Location, those employees shall discontinue any secondary assignments or activities and assist the customer immediately.
- 4) When responding to a question or a request from a customer, the employee shall respond immediately or involve the appropriate staff member to assist the customer in answering the question or meeting the request.
- 5) All employees at each Concession Location shall demonstrate an awareness of their work environment and an awareness of their job responsibilities and how those job responsibilities impact customer service.
- 6) Employees shall be aware of all product and menu promotions, current and upcoming, and shall be fully aware of new items being offered.
- 7) Employees should understand the concept, product or menu offering, and quality standards of the Concession Location where they work, and should be able to direct customers to other Concession Locations at the Airport when those locations better meet the customer's needs.
- 8) Employees should be familiar with the various activities and operations at the Airport and be capable of directing travelers to specific airline ticket counters for check-in, appropriate airline departure gates, baggage claim areas, ground transportation areas, restrooms, and other amenities. Concessionaire shall include an Airport orientation covering these topics in its employee training program (see Section 7.2, Employee Training).
- 9) Under no condition shall conversations between employees interfere with their ability to provide excellent customer service or create a situation where an employee is unwilling to try to assist the customer.



- 10) While on duty, employees shall not be allowed to read books or magazines, watch TV, listen to a personal electronic device, or any other activity which would distract the employee from the primary focus of providing excellent customer service.

5.3 Employee Appearance and Cleanliness

Appearance is extremely important, as it makes a first and lasting impression on the customer. The appearance of every employee should be maintained at the highest possible level.

All employees, whether management staff, service staff, or inventory staff, should be required to maintain the highest standards of personal appearance, including the uniform and personal hygiene standards set out in Sections 5.4 and 5.5 below.

Prior to the start of each shift, managers should check and review the appearance of their employees, and those employees who do not meet the following standards should not be allowed to work until corrected.

5.4 Uniform

All employees shall wear the proper uniform per the standards of each Concession Location. The uniform should be worn exactly to specification without variation or modification.

The uniform shall be clean and well pressed, and all uniforms should have good color fastness to maintain a consistent color and tone from uniform to uniform. Colors may fade over time, but all efforts should be undertaken to have color continuity.

5.5 Personal Hygiene

All employees must maintain appropriate levels of personal hygiene and cleanliness at all times. Employees with inferior personal hygiene shall not be allowed to work. This includes unkempt hair, soiled clothes, and body odor.

5.6 Customer Engagement Area Entertainment

5.6.1 Television Monitors

Concessionaires operating at the Sunport that provide television monitors within their leased premises shall limit programming to sports, news, and weather channels only. In bars and restaurants with multiple television monitors, different approved sports, news, and weather programming may be shown on separate monitors, as determined by Airport IT support staff.



Television programming shall be managed remotely by Airport IT support staff. On-site concession staff shall not change channels in response to customer requests.

Concessionaires shall make reasonable efforts to ensure that monitors are programmed to air major sporting events whenever practicable. Such events may include, but are not limited to, Sunday, Monday, and Thursday Night Football, the World Series, playoff games, championship events, and other similar high-profile sporting broadcasts.

5.6.2 Background Music

Background music may be played in customer-facing areas of a concession unit, provided the tenant has obtained all required licenses from the appropriate licensing agency or agencies and has submitted proof of such licensing to the Airport. Additional requirements for music and media devices, including approval, volume, genre, sound system interrupt, and licensing, are set out in Section 8.9, Music or Media.

Music selection shall be limited to soft, easy-listening genres that support a comfortable customer environment and do not disrupt conversation or the overall ambiance of the terminal. Speaker volume shall be maintained at a low level and shall not interfere with normal conversation, neighboring concession spaces, or Airport announcements.

Prior to the purchase or installation of any audio equipment, the tenant shall coordinate directly with the Airport's IT Department.

5.7 Employee Health and Well-Being

The employees of the Concession Location should not be allowed to work when they are sick due to the potential health and safety risks created for customers and other employees.

The Concession Location should have a written procedure, which clearly specifies "fitness for duty", which is followed in all cases.

5.7.1. Health Inspections

Concession Locations are subject to health inspections by the City of Albuquerque Environmental Health Department, the State of New Mexico, or other applicable health authority. Inspections may be routine, follow-up, or complaint-based, or may be re-inspections following a conditional or failed inspection, and may occur at any time during operating hours without advance notice. The Aviation Department coordinates inspector access to the Airport in accordance with its Standard Operating Procedure for Health Inspections of Concession Operations. The requirements below describe what is expected of Concessionaire before, during, and after a health inspection.

1) Inspector Arrival and Access



- a. Upon arrival at the Airport, health inspectors report to the Aviation Administration Office on the third floor, where they are received by Aviation Department staff and escorted through all security and TSA-controlled areas to the Concession Location. Inspectors will not proceed to a Concession Location unescorted.
- b. Neither the Aviation Department nor the health inspector will notify Concessionaire in advance of an inspection. Concessionaire should not expect, request, or rely upon advance notice.
- c. Upon arrival at the Concession Location, Aviation Department staff will contact Concessionaire's on-site personnel and request that an appropriate representative (a manager or other employee authorized to act on behalf of Concessionaire) assist with the inspection. Concessionaire will be allowed up to fifteen (15) minutes for the representative to arrive.
- d. If an appropriate representative does not arrive within fifteen (15) minutes, the health inspector may begin the inspection without Concessionaire's representative. Aviation Department staff will remain with the inspector for the duration of the inspection and will document the absence of Concessionaire's representative. The absence of a representative will not delay or prevent an inspection.

2) Concessionaire Responsibilities During the Inspection

- a. Concessionaire's representative shall cooperate fully with the health inspector and provide access to all areas of the Concession Location, including food preparation, storage, and support areas.
- b. Concessionaire's representative shall provide any records or documentation requested by the health inspector and shall answer questions regarding the operation.
- c. Concessionaire's representative shall note each deficiency identified during the inspection and shall obtain the official inspection results and documentation from the health inspector before the inspector departs.
- d. Aviation Department staff will facilitate access and remain available during the inspection but will not interfere with the health inspector's regulatory responsibilities.
- e. Refusal of access, failure to cooperate, or interference with an authorized health inspection will be documented by Aviation Department staff, referred to



the health authority for regulatory response, and reviewed by the Aviation Department as a potential violation of Concessionaire's Agreement with City.

3) Inspection Results and Stickers

- a. Following the inspection, the health inspector will issue an inspection sticker corresponding to the result of the inspection (passing, conditional, or failed). Concessionaire shall post the sticker in the location required by the health authority. Conditional and failed inspection stickers shall be posted where they are clearly visible to the traveling public.
- b. Concessionaire shall not alter, remove, cover, relocate, or replace an inspection sticker unless authorized to do so by the health authority or Aviation Department management.
- c. Aviation Department staff will verify that the appropriate sticker has been issued and properly posted.

4) Reporting Requirements

- a. Concessionaire shall provide to the Aviation Department's Contract Manager a copy of all City of Albuquerque Environmental Health or State of New Mexico health inspection reports within twenty-four (24) hours following Concessionaire's receipt of such report.
- b. If a health inspection does not result in a written report by the inspecting agency, Concessionaire shall prepare and submit to the Aviation Department's Contract Manager a written summary of the nature of the inspection and of the inspector's findings as they were communicated to Concessionaire.
- c. Any citations resulting from a health inspection by local or state agencies, or by a controlling franchise entity, if applicable, must be submitted to the Aviation Department's Contract Manager within twelve (12) hours following Concessionaire's receipt of such citation.
- d. Inspection results shall be submitted by email to the Aviation Department's Contract Manager at the address designated by the Aviation Department and shall include the Concession Location name, the date and time of the inspection, the type of inspection, the inspection result, the complete inspection report, the status of the inspection sticker, the deficiencies identified, and any corrective action plan and supporting documentation.
- e. Failure to submit inspection results within the required timeframe will be reported to the Concession Manager and Aviation Department management and is subject to the fines identified in "Violations and Fines" in this Handbook.



Repeated failure to submit required documentation may be addressed in accordance with Concessionaire's Agreement with City.

5) Corrective Action Plans

- a. Within twenty-four (24) hours following receipt of any citation or of any conditional or failed inspection result, Concessionaire must provide, to the Aviation Department for its approval, a written action plan to correct all deficiencies and violations noted in the citation or inspection report.
- b. The action plan shall, at a minimum, identify for each deficiency: the deficiency cited; the corrective action required; the action taken or proposed; the person or position responsible for correction; the expected completion date; any required follow-up inspection; the current status; and supporting documentation, where applicable.
- c. The action plan shall be sufficiently detailed to allow the Aviation Department to determine whether appropriate steps are being taken to return the Concession Location to a passing status. Concessionaire shall correct all deficiencies within the timeframe required by the health authority and Concessionaire's Agreement with City.

6) Aviation Department Walkthroughs and Follow-Up

- a. Any Concession Location that receives a conditional or failed health inspection will receive a full walkthrough by Aviation Department staff and the Concession Manager within three (3) business days of the inspection.
- b. If the walkthrough cannot be completed within three (3) business days, the Aviation Department will conduct it as soon as practicable thereafter. A delayed walkthrough does not relieve Concessionaire of its obligation to correct all deficiencies within the timeframe required by the health authority.
- c. The walkthrough will include a review of the deficiencies identified by the health inspector, physical verification of the identified problem areas, a review of corrective actions already completed, identification of remaining deficiencies, a review of Concessionaire's action plan, confirmation that Concessionaire understands the required corrective measures, documentation of the current status, and identification of any additional follow-up required.
- d. The Aviation Department will contact Concessionaire to schedule the walkthrough and will provide advance notice of the date and time. Concessionaire shall make an appropriate representative available for the walkthrough and shall provide access to all areas of the Concession Location.



- e. Following a conditional or failed inspection, Concessionaire will remain subject to follow-up by the Aviation Department, which may include additional walkthroughs, review of updated action plans, verification of completed corrective measures, review of subsequent inspection results, and coordination with the health authority, until the Concession Location has returned to a passing status or has otherwise satisfied the requirements of the health authority and Concessionaire's Agreement with City.
- f. Aviation Department walkthroughs do not replace the authority or responsibilities of the applicable health authority, and nothing in this section relieves Concessionaire of its obligation to comply with all applicable health regulations.

7) Health and Safety Concerns and Escalation

- a. If an inspection identifies a condition that may present an immediate and significant health or safety risk to passengers, employees, or the public, the Concession Program Manager will immediately escalate the matter to Aviation Department management, notify the health authority, and may take any additional action required under applicable Airport emergency, safety, operational, or security procedures. The health authority retains responsibility for determining the appropriate regulatory action.
- b. The following will be escalated to Aviation Department management and may result in fines or other enforcement in accordance with Concessionaire's Agreement with City: repeated failed or conditional inspections; failure to submit required inspection results or an action plan; failure to make reasonable progress on corrective actions; refusal to cooperate with an inspection or denial of access; significant health or safety concerns; conditions that may affect passenger safety or Airport operations; and any potential violation of Concessionaire's Agreement with City.

5.8 Employee Incentive Program Nominations

Managers and customers who have seen a Sunport employee go above and beyond can nominate them by completing the survey online at

<https://www.surveymonkey.com/r/NS3GHTX>

5.9 Mystery Shopping

The City shall have the right to periodically audit the level of passenger service at each concession unit, through the services of a contracted vendor.



- 1) Such audits may occur through a pre-determined service standard questionnaire, which will be measured by in person auditors, who visit concession units.
- 2) Audit results may be tallied for comparison scoring, and specific findings of the audit will be recorded.
- 3) Concessionaires will be sent results of the audit and requested to respond with an action plan on any non-compliant findings.
- 4) Audits may occur once per quarter of the operation year i.e., spring, summer, fall and winter.

6. GoAudits Program

The Airport utilizes **Drive Results - Standards of Execution** powered by GoAudits digital inspection platform to monitor operational standards, lease compliance, and the overall traveler experience across the concession program. The platform replaces paper inspection checklists with mobile-based assessments that allow inspectors to capture data, photos, and notes and generate real-time reports.

The audit program is designed to ensure consistent operational performance, maintain quality standards, and support compliance with concession agreements. The program also promotes collaboration between airport management and tenants to quickly resolve operational issues and enhance customer satisfaction.

Assessments may be conducted across multiple areas of the concession program, including restaurants and food service operations, lounges, retail shops, concession support and storage areas, or shared traveler spaces and touchpoints such as food halls, checkpoints, gates, restrooms, and other passenger amenities.

Assessments could include:

- Spot Inspections: Brief observational checks conducted during routine walk-throughs to evaluate overall conditions and traveler touchpoints.
- Full Operational Audits: Comprehensive inspections conducted for each concession unit approximately twice per year.
- Follow-Up Audits: Targeted reviews conducted as needed to verify corrective actions.
- Self-Audits: Tenants are provided access to the GoAudits platform to conduct internal assessments and prepare for formal audits.

Inspection reports are generated automatically through the GoAudits system after each assessment and any deficiencies or low scores will include a corrective action plan developed



collaboratively by the Airport and the tenant. Tenants may provide feedback, document corrective actions, and track completion through the system. Automated notifications and reminders may be used to monitor outstanding action items.

7. Employees/Training

The key element in determining the success of any organization is the quality and character of its employees. To ensure the highest level of success, Concessionaire shall make every reasonable effort to recruit and train only the most qualified individuals for its management organization and service staff team, and this team shall actively coordinate to provide excellent customer service.

7.1 Staffing Requirements

To provide the highest level of customer service, Concessionaire shall always have an experienced manager or supervisor on duty, qualified and empowered to operate the Concession Location. The manager on duty shall ensure that there are sufficient employees on duty during the required hours of operation to conveniently and efficiently serve the public.

In addition, an appropriate number of employees shall be present at each location to adequately satisfy all customer demands and expectations.

All employees shall be cross trained to the extent practical to meet the needs of customers at any point in time. For example, service staff should easily transition into cashiers, opening new registers as needed. Similarly, cashiers could be called upon to assist customers when there is no register line and customers are waiting for information or service.

7.2 Employee Training

Concessionaire shall train and enforce all applicable requirements established by Concessionaire's policies and procedures, all Aviation Department rules and regulations, and all laws and regulations adopted by federal, state, or local authorities.

It is the responsibility of each Concessionaire to ensure that its employees do not interfere, in any way, with the operations of any other concessionaire or tenant at the Airport.

All employees must be aware of the policies and procedures and shall be capable of applying them to all customer service situations.

In instances where special certificates, forms, or other reference materials are requested or required, employees should be able to easily access those materials without delay or questioning other employees.



Each staff member shall be familiar with Concessionaire's customer service policies, be able to access a written copy of the relevant policy for the customer and be able to readily apply the policy to the situation before them.

7.3 Discipline or Discharge of Employees

Concessionaire shall discipline and, if necessary, discharge any staff member who fails to conform to these standards while working at the Airport.

8. General Concession Requirements

8.1 Contact Information

Concessionaire must provide to the Aviation Department a current listing of those employees that have authority to make decisions on behalf of Concessionaire for its Concession Locations at the Airport. This list must include, at a minimum, the name of the contact person and their title, their business phone number, a 24-hour emergency phone number, and an email address, if applicable.

8.2 Evacuation Plans

All tenants must establish, implement and maintain their own internal Evacuation Plan for use during emergencies such as fires, natural disasters, or security threats that account for all employees.

The original plan and any subsequent updates shall be submitted to the Aviation Contracts Department on a quarterly basis, during the first week of January, April, July, and October of each year.

The following are required to be included in the Concessionaire evacuation plan:

- Procedures for emergency evacuation, including the type of evacuation and exit route assignments.
- At least one exit route should be identified for prompt evacuation of employees and other building occupants during an emergency that uses stairwells rather than elevators, as elevators will not be operational.
- Exit routes must be kept free of obstructions at all times. Exit routes must be arranged so that employees are not required to travel toward known high-hazard areas (such as cooking equipment, fryers, or chemical storage) in order to reach an exit.



- Assurance that employees must be able to open an exit route door without keys, tools, or special knowledge, if they need to do so.
- Clear signage - If there is a dead-end hallway it must be marked that it is “not an exit” to avoid confusion during an emergency.
- Requirement to maintain accurate headcount during operations - Staff should be counted to ensure all employees are accounted for during an emergency and to identify who is present or missing.
- Effective Safety Training - Staff must be trained at the time of hire and at least annually thereafter on evacuation procedures.
- Clearly identified assembly areas - Identify one or more assembly areas for evacuated employees and visitors. Ensure that a mechanism is in place to assist anyone who may need it until advanced help arrives, e.g., “Area of Refuge”.
- Post Emergency Evacuation Maps by exit areas, so employees know where assembly areas are located.

8.3 Reporting

Any property damage incident caused by Concessionaire or its employees, its subcontractors, its vendors, or others acting on behalf of Concessionaire must be reported immediately to the Aviation Department’s Communication Center at **(505) 244-7706** to ensure proper notification of Aviation Department staff.

Any form of security violation by Concessionaire or its employees, its subcontractors, its vendors, or others acting on behalf of Concessionaire must be reported immediately to the Aviation Department’s Communication Center to ensure proper notification of Aviation Department staff.

Any form of an injury accident or event arising in any manner from Concessionaire’s food and beverage operations that results in or might have resulted in bodily injury or personal injury, must be reported immediately to the Aviation Department’s Communication Center to ensure proper notification of Aviation Department staff.

Concessionaire shall provide a written accident report to City within twenty-four (24) hours, or as soon as possible, but no more than two (2) business days following such accident or event.

8.3.1. Construction Changes

No physical changes to design or construction may be made without Airport Design Review Committee (ADRC) approval. Requests should be sent to the Deputy Director of Aviation, Gary Gilliard ggilliard@cabq.gov.



Beyond the initial build-out of unit space, this applies to any renovations, refurbishments, sign changes or similar work occurring in concession units during tenancy.

Concessionaire project requests are submitted to the ADRC for review and all requests must be approved before proceeding.

For additional information on the construction and design requirements, as well as the ADRC review process, refer to the following documents:

- Construction Handbook
- Tenant Design Criteria Document

8.3.2. Comment Cards

If, at any time, Concessionaire employs the use of comment cards to evaluate the level of performance at its Concession Location, Concessionaire shall provide copies of such comment cards to the Aviation Department's Contract Manager.

All other forms of commentary received by Concessionaire in relation to the performance of its Concession Location including verbal communication, letters, and email, must be submitted to the Aviation Department's Contract Manager monthly.

8.4 Conflict Resolution

On occasion, conflicts may arise between concessionaires in relation to their concession operations at the Sunport. If the concessionaires cannot resolve the conflict in a mutually acceptable manner, then either party to the conflict may request intervention by the Aviation Department.

If such request is made, the concessionaire must submit a written statement detailing the conflict to the Aviation Department's Contract Manager for resolution, and a copy of the written statement shall be delivered to the other party. The other party may then submit a written response to the Aviation Department within ten (10) calendar days.

The Aviation Department will issue a decision resolving the conflict within thirty (30) calendar days after receipt of the statement of conflict. The Aviation Department's decision to resolve the conflict shall be final and binding upon the concessionaires.

8.5 Audits and Inspections

8.5.1. Street Price Audits

To ensure that prices for merchandise offered for sale at each Concession Location are comparable to prices for similar merchandise offered for sale in the Albuquerque



Metropolitan Area, City has instituted a street pricing policy. The City is responsible for conducting street price audits every quarter throughout the year, focused on the three street competitors identified by the tenants, and approved by the City.

Concessionaire and its Sublessees shall not charge more than street prices plus ten percent (10%). Audits will be conducted as follows:

1) Audit Frequency

- a. New Concession Units – Per the Lease, the tenant is solely responsible for conducting a full competitor audit of the approved three street competitors, and submitting to the City, proposed prices for retailing to the public. The City shall review and approve this report.
- b. Whenever new products are added to the inventory, the tenant shall conduct a competitor audit, and submit this report with proposed retail pricing, for review and approval by the City.
- c. Quarterly Audits: Scheduled quarterly, with four rounds aligned with once per quarter i.e. (Q1, Q2, Q3, Q4).

2) Product Selection

- a. Random Sampling: 30 items will be randomly selected by an external audit company that specializes in improving internal and external customer experience.
- b. Specific Categories: Additional audits for specific product categories (e.g., beverages, electronics) may be requested by the airport.

3) Audit Reports

- a. A Summary Report will provide a detailed summary of findings.
- b. Non-Compliant Items: Items exceeding the "street plus 10%" pricing or underpriced items will be identified.
- c. Action Required: Concessionaires must resolve non-compliance within five (5) business days. Concessionaires shall notify the Concession Program Manager in writing when corrective action is complete and shall provide supporting documentation (for example, updated menu pricing or photographs of corrected signage). The Aviation Department may conduct a follow-up audit to verify compliance.

4) Appeal Process:



- a. Request Appeal Form: Contact the Contracts Department via email to obtain the appeal form.
- b. Submit Appeal: The completed appeal form, together with all supporting documentation, shall be submitted to the attention of the Concession Program Manager no later than two (2) business days after receipt of the street price audit.
- c. City Review: Appeals will be reviewed, and a final decision will be provided within five (5) business days.

8.6 Payments and Refunds

- 1) Processing payments for merchandise and food purchased at the Sunport shall be completed in a prompt manner.
- 2) The register line should not exceed three customers in length, and the wait time should not exceed thirty (30) seconds per customer.
- 3) Employees shall be able to enter sales accurately, make correct change, accept vouchers for payment, process credit card transactions, and access the appropriate validation information.
- 4) All cash registers or other point of sale terminals used in each Concession Location shall have the following structure:
 - a. An input device consisting of a keyboard, scanner or both, and
 - b. A customer fee display of sufficient size and legibility to be readily observed by the customer during the processing of a transaction.
- 5) All cash registers or other point of sale terminals used in each Concession Location shall have the ability to:
 - a. Record transactions by sequential control number to the audit tape or computer files.
 - b. Print a transaction history to tape or file by hour (time of day), day, month and year.
 - c. Print a customer receipt showing the amount due, amount tendered and the change due to the customer together with the time and date, as well as the printed customer service number.
 - d. Accept at least three major credit cards and, wherever commercially reasonable, to provide a so-called “swipe and go” credit card service to



customers (Unless otherwise approved by City prior to opening a Concession Location).

- e. Provide a reasonable number of segregated category addresses to allow for analysis of sales trends and sales by types of products.
- 6) All paying customers shall be offered a receipt that is properly itemized, reflects precisely the actual merchandise, and presents individual prices, totals, and taxes.
- 7) Each Concession Location shall have a refund policy that allows customers to return or exchange items, within reason.
 - a. This policy shall be printed on the register receipt and/or posted at the checkout area. The policy should be easy to understand, describe the conditions under which refunds are allowed and allow a degree of customer flexibility.
 - b. All employees shall be able to implement this policy without supervisory approval.
- 8) For lounge operations, this section applies to any paid transactions including (as applicable) day passes, paid guest access, premium food and beverage offerings, retail items, or other services sold within the lounge. Lounge Operators shall clearly disclose all pricing and any material access restrictions (including capacity controls and time limits, if used) prior to purchase and shall maintain a written refund/credit policy that addresses situations such as lounge closures, reduced services, or denial of entry due to capacity or eligibility. Lounge access provided via membership, airline status, vouchers, or invitations is not a "refundable" transaction; however, Lounge Operators must maintain accurate access logs consistent with their access control procedures

8.7 Concessions Hours of Operation

Mandatory Operations: Concessions must operate 7 days a week, 365 days a year, unless City approval is granted for exceptions.

Post-Security Locations: Open at least 1.5 hour before the first scheduled flight departure and close 30 minutes after the last departure from the concourse.

Lounges shall, at a minimum, follow the Post-Security Locations standard above unless otherwise approved in writing by City. Lounge Operators must post current operating hours at the lounge entry and provide advance notice to the City of any planned temporary closures or reduced hours.



Pre-Security Locations: Operate from 5:00 a.m. to 11:00 p.m. daily with service hour adjustments at select times during seasonal declines in departing flights.

8.7.1. Hours of Operation

Concessionaires must adhere to hours of operation for each Concession Location, which are consistent with the passenger traffic patterns and activity in the terminal building. Periodic flight schedule changes must be accommodated; therefore, the manager on duty must have the authority to make decisions related to changes in shift schedules, staffing levels, and opening or closing times.

- a. Opening shall mean opening the Concession Location with all necessary products and employees to completely and properly serve the customers. All Concession Locations must provide appropriate menu items based on time of opening and all items must be offered in a properly clean and well-maintained surrounding.
- b. Closing shall mean closing the Concession Location only after each customer is completely and properly served through the specified hour of closing. For example, if the hour for closing is midnight, customers shall be served until midnight and not refused service before midnight.
- c. Nothing should be done before closing to make the Concession Location look less than fully open, such as reducing light levels, putting up chairs, bringing out mops, etc.
- d. Specific requests for exceptions to approved hours of operation for each Concession Location for holidays, operating considerations, or other reasons must be submitted to City at least thirty (30) days before the proposed change, and City shall provide its approval or disapproval of the request, in part or in total, within ten (10) days after receipt of such request.
- e. Penalties: Fines may be imposed for non-compliance with required concessions hours of operation, as detailed in the Concessions Lease Agreement.

8.8 Utility meters

Some concession program leased premises and support storage spaces have dedicated utility meters, while others do not.

During the lease negotiation, the specific leased premise unit meter status will be disclosed.



If a lease premise space does not have a dedicated utility meter, the tenant's rent structure will include a "common area maintenance fee" based on a dollar amount to be determined times the space square footage. The fee is subject to an annual escalation.

Where a leased premise or support storage space has a dedicated utility meter, Concessionaire is responsible for ensuring the meter remains in good working order, shall notify the Aviation Department promptly if the meter is damaged or not functioning, and shall take the steps required by the Aviation Department to repair or replace it.

8.9 Music or Media

All music and media devices, and the anticipated use of such devices, must have prior written approval from the Aviation Department, and such devices must not interfere with or hinder airport operations. See also Section 5.6.2, Background Music.

- 1) It shall be Concessionaire's sole responsibility to meet any licensing requirements prior to installation or use of such devices, and to pay all installation costs and user fees, if applicable.
- 2) Music must be played at a reasonable volume to prevent sound impact outside the Tenant space.
- 3) Music Genre
 - a. The Sunport recommends soft background music, instrumental or songs that do not overwhelm the customer experience.
- 4) Sound System Interrupt
 - a. Partner with your Project Manager, to coordinate and integrate with the airport's IT Dept. to install a sound interrupt (or "shunt") for preparedness whenever there is an emergency announcement broadcast by the airport.
- 5) Licensing with broadcast agency
 - a. Any music, videos or broadcasts must have legal use with appropriate commercial licensing.

8.10 Preventive Maintenance

The following guidelines may be updated by the Aviation Department at any time. The Aviation Department may require more frequent maintenance of any or all equipment, beyond what is outlined below, when it determines that such maintenance is needed.



Concessionaires are responsible, at their sole cost and expense, for the maintenance of all areas within their leased premises, including food and beverage concessions, retail shops, service concessions, advertising locations, lounges, and support storage spaces.

Concessionaires must contract with outside vendors to perform the required preventive maintenance services as outlined below:

Maintenance shall include, but not be limited to, the following:

1) Floor Surfaces and Related Items.

- a. Tile, vinyl, or hard surface floors shall be swept and mopped as necessary throughout the hours of operation to remove spills, eliminate food particles, and remove trash.
- b. Proper detergent shall be used to minimize dust, eliminate dirt, and maintain the highest possible level of color and luster on all floor surfaces.
- c. Tile, vinyl, or hard surface floors and transitions shall be properly maintained to ensure that they are free of burns, stains, cuts, cracks, and breaks. All corners and edges shall lay flat and shall be completely bonded to the sub-floor so that they do not become trip hazards for the customers.
- d. Carpeted floors shall be cleaned and vacuumed as necessary throughout the hours of operation, and all spots shall be removed in a timely manner. Carpeting shall be professionally cleaned on a periodic basis to restore the body of the carpet and to maintain a bright appearance.
- e. Molding at the base of walls and around corners shall be kept clean and free of scuffs, dirt, cracks, and stains.

2) Wall Surfaces and Wall Hangings

- a. All wall surfaces including wood, wallpaper, marble, bronze, tile, and painted walls shall be free of soil, smudges, cracks, stains, burns, discoloration, and chipped paint.
- b. All wall surfaces, including wainscots and moldings, shall be cleaned as necessary throughout the hours of operation with appropriate cleaning products to ensure the highest level of cleanliness in the Concession Location. Soft wall surfaces containing fabric or other materials shall be kept clean using only those products recommended by the manufacturer or architect, and shall be maintained free of cuts, burns, stains, and dust.
- c. Corners of walls shall be free of cracks, breaks, or chips, and shall be properly covered and protected with appropriate corner guards in high traffic areas.



- d. Wall hangings shall be properly secured, appropriately positioned, and properly cleaned. All decorations and wall hangings shall be of a tasteful manner.

3) Windows and Mirrors

- a. All glass surfaces, including windows and mirrors, shall be cleaned as necessary throughout the hours of operation to remove smudges and fingerprints, and all frames and trim shall be dusted on a consistent basis.

4) Lighting

- a. Lighting levels throughout each Concession Location shall be suitable to achieve the appropriate ambiance for each location. All lamps shall be of specified wattage, tone, and color as per design for each fixture, and Concessionaire shall immediately replace lamps as they burn out.
- b. All light fixtures shall be 100% operational as designed, with all parts of each light fixture, whether floor lamp, ceiling, or wall mounted, in proper working order. Light shades and lenses shall not be broken, cut, or otherwise damaged.
- c. Light fixtures and light shades shall always be clean and free of dust, lint, or other debris, and Concessionaire shall maintain light fixtures and shades properly to prevent discoloration resulting from age, smoke, and dirt.

5) Ceilings and Vents.

- a. Ceilings shall at all times, be clean and free of dust, lint, or other debris. Ceilings should be maintained to prevent discoloration resulting from age or dirt. Ceilings should be completely sound with no cracks or cuts in the paint or surface.
- b. Vents shall be cleaned frequently to avoid the collection of dust, lint, or other debris, and ductwork should be professionally cleaned on a periodic basis.

6) Pest Control

- a. Tenants must schedule regular pest control services, such as spraying, traps, or other methods, to prevent and/or eliminate pests.

7) Stove Hoods

- a. Routine cleaning of stove hoods must be scheduled in accordance with best practices.

8) Grease Receptors - Tenants with grease interceptors are responsible for:



- a. Contracting with a vendor to perform grease removal.
- b. Ensuring routine cleaning of grease lines and equipment is conducted.

9) Preventive Maintenance Receipt Submission

- a. Tenants are required to submit copies of all preventive maintenance service receipts to the Contracts Department as proof that the services have been completed. Receipts must be submitted no later than the 10th day of each month.

10) Furniture

- a. All furniture shall be sturdy, strong, and stable, and all connections must be completely tightened and secure.
- b. Furniture shall not have rough or sharp edges that could tear clothing or cause injury to customers.
- c. Furniture with vinyl or fabric covered seats, whatever style or type, must be in good condition, and all seats with tears, cuts, or burns must be quickly repaired or completely replaced.

11) Concession Counters

- a. The customer service counter area, whether it is cafeteria style, quick-serve style, or self-serve style, shall be completely clean and organized.
- b. Counter areas for food preparation, food presentation, and food service shall be continually cleaned and sanitized.
- c. All counter surfaces shall be maintained so that they are free of burns, stains, cuts, cracks, and breaks, and all surfaces must be flat and completely bonded to the support materials.

12) Beverage Stations

- a. All beverage service areas, including those areas in front of and around the beverage equipment and dispensing units, must be continually cleaned and sanitized throughout the hours of operation using only those cleaning products recommended for use in service areas.
- b. All dispensing equipment must be fully operational and function correctly and must be, at all times, properly maintained to ensure the highest level of cleanliness and sanitation.



- c. All cold beverage dispensing equipment for soda, iced tea, lemonade, milk shakes, juice, water or jet sprays shall be continually cleaned and sanitized, and all drip trays must be empty and free of debris.
- d. All ice dispensing equipment shall be fully operational and functioning properly, and all ice bins shall be full and clean at all times and must contain an appropriate ice scoop.
- e. In order to avoid creating a possible slip hazard and to prevent damage to drains, plumbing, and floors, ice shall not be dumped into floor drains.
- f. All coffee dispensing and brewing equipment shall be fully operational and functioning properly, and the area around the coffee service area must be continually cleaned and sanitized. All drip trays must be empty and free of debris.
- g. All hot beverage equipment for hot cocoa, espresso, and tea shall be fully operational and functioning properly, and all adjacent service areas must be continually cleaned and sanitized. All drip trays must be empty and free of debris.
- h. All stainless-steel dispensing equipment and other associated stainless-steel items shall be polished on a regular basis in order to maintain their luster and shine.

13) Restaurant Bar Areas.

- a. All bar service areas must be continually cleaned and sanitized throughout the hours of operation using only those cleaning products recommended for use in service areas.
- b. All dispensing equipment must be fully operational and functioning correctly and must be always properly maintained to ensure the highest level of cleanliness and sanitation.
- c. The bar service counter surfaces shall be maintained so that they are free of burns, stains, cuts, cracks, and breaks and all surfaces must be flat and completely bonded to the support materials.
- d. Bar arm and foot rails, shall be properly maintained, and shall be replaced if broken or substantially damaged.
- e. All brass elements shall be polished on a regular basis in order to maintain their luster and shine.



- f. All bar service area cabinets, shelves, drawers, and doors shall be in proper working order and properly aligned, and all handles, latches, hinges, and other hardware must be completely attached and functional.
- g. All bar service dispensing equipment including beer taps, liquor dispensers, and soda dispensers must be continually cleaned and sanitized throughout the hours of operation using only those cleaning products recommended for use in service areas.
- h. All dispensing equipment must be fully operational and functioning correctly and must be, at all times, properly maintained to meet all federal, state, and local regulations.
- i. All bar service area sinks, ice bins, and drip trays shall be cleaned as necessary to eliminate any bar odor.
- j. Floor drains shall be kept clear of trash and debris and must be cleaned on a periodic basis to eliminate the danger of backups and offensive odors.
- k. Soda dispensing equipment must be properly maintained and drained to eliminate syrup build-up and offensive odors.

14) Hand Sink.

- a. All hand-washing sinks should be separate from sinks used in the preparation of food, and must be clean, well maintained, and available for use by each employee within the Concession Location.
- b. There shall be no boxes, equipment, or other items of storage, which may impede the employee's ability to properly wash their hands.
- c. There should be an ample supply of hand soap and hand sanitizer along with proper sanitary towels or other hand drying devices conveniently located at each hand sink.

15) Drains and Grease Interceptors

- a. Drains and grease interceptors shall be cleaned on a regular basis to eliminate potential health and safety hazards as well as the danger of backup and offensive odors.
- b. Regularly scheduled preventative maintenance shall be performed on all plumbing associated with each Concession Location, including the entire line from the Concession Unit to the Grease Interceptor or sewage main, if outside of the Concession Unit Premises.



- c. All scheduled preventative maintenance must be documented and must be available for Aviation Department review.
- d. All equipment requiring special drainage must be 100% operational as designed and must be maintained on a regular basis.
- e. Concessionaire's emergency contact numbers, as well as emergency contact numbers for the grease interceptor maintenance company, must be posted at each grease interceptor location.
- f. Response time to an emergency situation must not exceed fifteen (15) minutes.

16) Kitchen Hoods, Exhaust Fans, and Fire Suppression Systems

- a. Intake grilles should be checked regularly for obstructions and should be cleaned as necessary to ensure proper airflow and to prevent any health or safety hazards.
- b. All exhaust fans should have scheduled service to include examination of the filters, bearings, fan belts, and fan blades.
- c. All fire suppression systems including fire extinguishers and other safety equipment must be checked and certified in accordance with local, state, and federal regulations.

17) Food Service Equipment

- a. All food service equipment shall be thoroughly cleaned and properly maintained on a regular basis.
- b. Cash registers, drink dispensers, meat slicers, refrigeration units, and all other equipment used in Concessionaire's operations should be clean and well maintained.
- c. Concessionaire must comply with all local, state, and federal health codes related to equipment cleanliness and maintenance.
- d. All unused, unnecessary, or abandoned equipment must be removed from the Concession Location and subsequently from the airport.
- e. All coolers and freezers must have a thermometer in the cabinet, accurate to plus or minus three (3) degrees Fahrenheit, located to measure the air temperature in the warmest part of the cabinet and easily readable from the exterior of the cabinet.



- f. Coolers must be operating in the temperature range of 33-45 degrees Fahrenheit and freezers must be operating in the range of 0 to 10 degrees Fahrenheit.
- g. All coolers and freezers that indicate temperature readings outside of the required temperature zones must be discontinued from use and repaired immediately or removed from the Concession Location.
- h. All food products, whose quality may have been compromised due to the inability of a cooler or freezer to maintain proper temperatures, must be disposed of immediately.
- i. The interior of all cooler and freezer cabinets must be cleaned monthly to ensure a clean and sanitary area in which to store food products.
- j. To operate efficiently, cooler and freezer condenser coils must be cleaned monthly to eliminate dirt, grease, or dust build-up.
- k. All heatwells and other hot food holding equipment must be wiped down daily and thoroughly cleaned weekly to ensure a clean and sanitary area to store and serve hot food products.
- l. All heatwells and hot food holding devices must have an externally visible thermometer to ensure a minimum internal temperature of 140 degrees Fahrenheit or higher during display and service.
- m. Any food product being stored or served in a heatwell or hot food holding device that is not maintaining the required internal temperature, must be disposed of immediately.

18) Other Equipment

- a. All equipment must be cleaned monthly to ensure that it is clean and sanitary when used for food preparation and delivery.
- b. Improper equipment cleaning and maintenance may cause equipment operate inefficiently, and may result in food spoilage, food contamination, or safety and health hazards.
- c. All food service utensils must be cleaned, sanitized, and stored in a way to protect the utensils from contamination.
- d. Any CO2 or pressurized tanks used or stored within the Concession Location or storage area must be secured as required by local, state, or federal regulations.



8.11 Violations and Fines

Failure to comply with any of the provisions, guidelines, regulations, etc. that are identified in this Standards of Operations Manual or failure to comply with any of the provisions, agreements, or conditions outlined in Concessionaire's Food and Beverage Lease and Agreement ("Agreement") with City may result in the following fines. Fines may be imposed beginning on the date each Concession Location is open for business and continuing throughout the term of the Agreement and any renewal period.

Violation Fine Concessionaire's failure to remove unapproved Capital Improvements or other equipment [Agreement: subsection 8.8] \$100.00 per day that the violation exists.

Concessionaire's failure to abide by its hours of operation, as approved by City, for each Concession Location [Agreement: subsection 9.3]. \$500.00 per day that the violation exists.

Deficiencies in Product Quality, Customer Service, Cleanliness, Hospitality and Employee Courtesy, or Maintenance. [Agreement: subsections 9.4, 9.8, and 9.9]. \$250.00 for the first violation during any Calendar Year and \$500.00 for each additional violation during such Calendar Year.

Concessionaire's failure to provide for each of its grease interceptors: a) a monthly inspection report, b) monthly cleaning, or c) an immediate response to a malfunctioning grease interceptor [Agreement: subsection 9.9]. \$500.00 for the first violation during any Calendar Year and \$1,000.00 for each additional violation during such Calendar Year.

Concessionaire's failure to perform in strict compliance \$500.00 per day that the violation exists.

Concessionaire's failure to adhere to City's Street Pricing Policy for the items listed on its approved menu for each Concession Location [Agreement: subsection 11.3]. \$500.00 per day that the violation exists.

Concessionaire's failure to cause the recommencement of full food and beverage operations within a vacated Concession Location within the time period required [Agreement: subsection 20.3.1]. \$1,000.00 per day that the violation exists.

Concessionaire's failure to use City's compactors and loading dock in an appropriate and sanitary manner [SOP Manual: C.12 and C.13]. \$100.00 per occurrence. City reserves the right to deny Concessionaire the use of City's compactors if 3 or more violations occur in any Calendar Year.

Concessionaire's failure to submit Pest Control Inspection Reports and Health Inspection Reports as outlined above in [SOP Manual: Section C.12 and C.17] \$100.00 per day per required document or report Failure to immediately impose fines shall not prohibit the



Aviation Department from issuing a fine later or include the fine in a subsequent violation. If \$5,000.00 of operational fines are assessed in a twelve (12) month period, Concessionaire shall be deemed to be in material default of its Agreement with City and City may exercise its rights in terminating the Agreement pursuant to the provisions of the Agreement.

Violations and fines may be contested by submitting a written protest to the Aviation Department's Planning Manager for Business Development. Such protest must be submitted within ten (10) days following the issuance of the violation and fine and must include details concerning the facts that support the protest. The Planning Manager will evaluate the protest and issue a decision, and such decision shall be final and binding.

8.12 Menus

Menus are an important aspect in the delivery of exceptional customer service and careful consideration must be given to the design of the menu, and the information contained within the menu.

Below are the guidelines Concessionaire is required to follow regarding all types of menus:

- 1) Printed menus must be accurate, clear, and compatible in scope and in style with the Concession Location's concept. Menus that become soiled or damaged must be replaced immediately.
- 2) Printed menus presented to guests must be in a type style that is legible and easily understood by all customers, including where feasible by customers with limited English proficiency, and in colors that accentuate the lettering.
- 3) Printed menus shall include the appropriate use of descriptive terminology that accurately describes the food items or beverages being offered and must not include any false or misleading claims. Portion sizes for menu items, when applicable, must be correct, and all prices shown in the menu must be current.
- 4) For Lounge Operators, where food and beverages are complimentary, the "menu" requirement may be satisfied through clearly posted buffet cards, digital displays, or other guest-facing communication that lists available items and identifies allergens where practicable. Any items offered for purchase within the lounge (e.g., premium spirits, retail items, premium services) must have prices clearly displayed.

8.13 Concourse Cocktails Program

ABQ Sunport's Concourse Cocktails program expands the permitted alcohol consumption area within the Food Court and Concourses A and B on the secure side of the terminal.



Under this program, travelers may purchase alcoholic beverages from participating Fresquez-operated bar locations and consume those beverages within approved areas, including the departure gate areas and the Food Court.

This program is authorized under a permit and is governed by applicable rules and regulations that assign specific responsibilities to both Fresquez, as the participating bar operator, and ABQ Sunport. **Only Fresquez concessionaires participate in this program.** All other concessionaires are not participants and are expected to be aware of the program and its requirements.

Travelers participating in the program must comply with the following requirements:

- Alcoholic beverages may not be taken to the public side of the terminal, carried onto an aircraft, or consumed by anyone under the age of 21.
- White wristbands will be provided and must be worn while consuming alcohol.
- To-go beverages must be served in a designated cup and should be discarded before boarding or leaving the approved consumption area.
- Glass containers are not permitted outside bar areas.
- All New Mexico alcoholic beverage laws apply. Additional restrictions may be imposed at the discretion of the serving establishment.

Fresquez is responsible for providing alcohol-related customer service training to all employees working in participating bar locations. Sunport Aviation and airport security partners will continuously monitor the program to ensure compliance with regulatory requirements and to support a safe, high-quality traveler experience.

Any Concessionaire employee who sells, serves, dispenses, or manages, directs, or controls the sale or service of alcohol shall successfully complete a current New Mexico ABC-approved Alcohol Server Education course within thirty (30) days of employment and shall maintain a current server permit while performing such duties. A New Mexico-specific ServSafe alcohol course may be used if it is offered through a then-current ABC-approved provider. TIPS or any other national program does not satisfy this requirement unless it is specifically approved by New Mexico ABC for New Mexico server permitting at the time completed.

Concessionaire shall maintain records of all alcohol-related training and server permits and shall provide copies of training certificates and server permits to the Aviation Department upon request.



Signage and public address announcements will be placed throughout the concourse areas and within participating bar locations to inform travelers of program rules and procedures. ABQ Sunport encourages all travelers consuming alcohol to do so responsibly.

8.14 Mobile Meal Order Program Participation

- 1) The City, in its sole and absolute discretion, may implement a mobile meal order program which will allow customers to pre-order food and beverages.
- 2) All Concession Locations shall participate in the City's mobile meal order program.
- 3) Food and beverages ordered through the mobile meal order program must be available for easy pick up at the selected location without a wait in line for the customer on the same line as used by customers ordering at the Concession Location.
- 4) Food and beverages offered through the mobile meal orders must maintain the same high quality as food ordered by customers ordering in person at the location.
- 5) Alcoholic beverages will not be available for pre-order.
- 6) The City's mobile meal order program is not permitted inside any private lounge due to controlled access and complimentary service models. Lounge Operators may not accept, fulfill, or allow mobile orders for pickup or delivery within the lounge, and lounge guests may not place mobile orders for receipt within the lounge.

If the City later modifies the mobile meal order program to include lounges, any lounge participation must be explicitly authorized in writing by the Aviation Department and will be subject to procedures and requirements established by the Aviation Department (including access control, pickup location, and any technology integration requirements).

8.15 Interior Signage of Concession Locations

All signage, regardless of purpose, size, description, or message, is subject to Aviation Department review and approval prior to installation, display, or use and shall be consistent in style, lettering, and color, and must conform to the predominant theme of each Concession Location. There shall be no hand-lettered or hand-modified signs of a permanent nature. Requests for signage approval, including a rendering of the proposed sign with its dimensions, materials, colors, and proposed location, shall be submitted in writing to the Concession Program Manager. Signage shall not be installed, displayed, or used until written approval is received.

- 1) Menu Signage.



- a. Menu signage should be visible from all points in the Concession Location, must be clear and concise, must list all items offered, and must show the associated price for each item.
- b. Menu signage shall be designed using colors that complement the theme of the Concession Location and must be prominently displayed with typeface sufficiently large to be easily read from an appropriate distance.
- c. If the Concession Location will typically have a queuing line, additional menu signage shall be provided so customers in the queuing line are made aware of all items being offered prior to reaching the service counter to promote speed of service.
- d. Menu signage must be absolutely accurate in description and price, and all items listed must be available for purchase.
- e. For Lounge Operators, required interior signage should include (as applicable): lounge operating hours; eligibility and entry requirements; capacity limits; key house rules (e.g., no smoking/vaping, no alcohol removal, quiet/call etiquette); and directions to lounge amenities (restrooms, showers, buffet, exits). Entry/eligibility signage should be positioned so guests can review requirements before joining any queue.

2) Promotional Signage.

- a. Interior promotional signage shall convey all elements of any promotional offer including a complete and accurate description of the items being offered, the promotional price, and other information, which may be required to clearly illustrate the limits of the offer.
- b. The promotional signage should be located in key spots within the Concession Location in order to attract the most attention.

2) Point-of-Purchase Signage.

- a. Point-of-purchase signage must convey a complete and accurate description of the items being offered and must show the associated price for each item.
- b. Point-of-purchase materials shall be clear and concise and must communicate a simple message, which is easily understood by all customers.
- c. All items displayed must be available for purchase and must meet the customer's expectations created by the description.
- d. Point-of-purchase materials that become soiled or damaged must be replaced immediately.



3) Informational Signage.

- a. Each Concession Location must provide appropriate informational signage containing an adequate level of information on each sign to accommodate convenient use of the Concession Location by all customers.
- b. Signage shall be designed using colors that complement the theme of the Concession Location and must be prominently displayed with typeface sufficiently large to be easily read from an appropriate distance.

8.16 Merchandising

Concessionaires shall develop and implement creative and effective merchandising methods within its Concession Location.

Innovative methods may include prominent food and beverage displays, appealing menu boards and tabletop menus, tempting pictures of food, full food display cases, promotional displays, attractive packaging, and the use of promotional reusable containers.

All elements of Concessionaire's merchandising plan must receive written approval from the Aviation Department prior to implementation. Merchandising plans, and any proposed updates to an approved merchandising plan, shall be submitted in writing to the Concession Program Manager for review. Changes to an approved plan shall not be implemented until written approval of the updated plan is received.

1) Cold Food Displays

- a. All items in cold food display cases should be freshly prepared using only the highest quality food products.
- b. To meet customer expectations, the display cases must be appropriately stocked with a variety of cold food choices for purchase. Lettuce should be crisp and all fruits and vegetables should exhibit bright colors and a firm, fresh appearance.
- c. If ice bins are used for food or beverage displays, bins should be completely full, and new ice added to the bins as needed.
- d. Display cases should never appear to have an inadequate supply of food or beverage items and any food items that have the appearance of deterioration should be removed and replaced immediately.

2) Hot Food Displays

- a. Products offered from hot food displays must be held at temperatures ranging from 140°F to 160°F to prevent food spoilage.



- b. All hot foods presented on a service line should appear fresh and appealing, and garnishes should be used to enhance the basic appearance of the display and to add color to the service area.
- c. Hot food should be supplied in adequate amounts to meet customer demands, and additional products should be continually added to keep the presentation full and fresh.
- d. Hot products should be stirred or mixed, if applicable, before serving.
- e. When possible, hot foods should be covered to maintain the proper heat and moisture content.

3) Self-Service Bar

- a. Salad bars or other self-service bar areas must be always maintained at the highest level of cleanliness.
- b. Food products should be physically separated and neatly displayed in appropriate containers and must appear fresh and inviting.
- c. To meet Health Department requirements, sneeze guards must be properly installed to protect fresh foods from the possibility of contamination.
- d. Sneeze guards should be constructed of glass or Plexiglas and should always be clean and free of scratches.
- e. Bar areas should be well lit and plates, bowls, utensils, and other service-ware, including service trays, neatly arranged in a clean area, and in adequate supply, so customers can easily help themselves.
- f. If an ice bin is to be used for display of self-service items, the bin must always be completely full of fresh ice, must be watertight, and must have a drain. Floor areas around the self-service bar should be continually checked for cleanliness.

4) Food to Go.

- a. Concessionaire shall develop and implement creative and effective merchandising methods to suggest sales for the "to-go" customers. These methods may include displays of food items that are prepared and packaged to carry on an airplane, packaging that accommodates easy transportation of carry out food items, pre-wrapped eating utensils, napkins, salt and pepper, and other condiments.



8.17 Customer Queuing

Queuing areas shall be clearly defined using only those devices (e.g., stanchions) approved by the Aviation Department, be well organized, and be of adequate size to accommodate customers with luggage.

Queuing areas must, whenever possible, be minimized in order that the customer's perception of the potential time in the queuing line is acceptable in relation to their discretionary time prior to departure.

For lounges, this includes, but is not limited to, any entry queue created by eligibility verification or capacity controls. Queues must be actively managed by lounge staff, must not encroach on concourse circulation, and must use Aviation Department-approved stanchions or other devices. When practicable, Lounge Operators should provide estimated wait times and clearly communicate the reason for any wait (e.g., occupancy limits).

8.18 Service Guidelines

To maximize the use of each Concession Location and provide the highest level of customer service, Concessionaire must implement a service requirement plan, which fulfills the customers' needs and meets their high expectations. The following list is a general guideline for service requirements, and although every item may not apply to each Concession Location, the list is intended to encompass standards for all Concession Locations:

1) Furniture

- a. Furniture shall be organized in rows allowing proper allocation of space for customer and employee circulation, and all circulation corridors must be easily discernible.
- b. Tables shall be positioned evenly between the booth seats with ample access between tables to provide bag storage areas. Chairs shall be positioned evenly along the sides or around the table.

2) Cleaning

- a. At appropriate times during the meal and immediately following completion of the meal, service-ware should be cleared from the dining area.
- b. Service-ware, trays, and trash shall be removed from unoccupied tables, counters, and service areas every few minutes.
- c. All soiled service-ware shall be cleared to the appropriate container.



- d. Items and containers used in the cleaning and clearing of soiled service-ware, including table linens, must be clean, well maintained and removed from the area when not in use.
 - e. Dining surfaces, chairs, stools, and tables shall be thoroughly cleaned after each meal, including all cracks and creases.
 - f. Arms, rungs, and legs of chairs must also be cleaned frequently to avoid dust and dirt buildup.
 - g. All seats, whatever style or type, must be in good condition with all tears, cuts, or burns in seat banquettes or other upholstery quickly repaired or seats must be completely replaced.
 - h. Barstool seats, legs and rungs shall be clean and free of cuts or burns and should not be blemished.
- 3) Cash registers shall be clean and the adjacent station areas shall be free of clutter, orderly, and organized. There should be enough room for placement of customer's purchase and for completion of the transaction. The area around the register shall be well lit and easily accessible. There shall be a sufficient number of cash registers to adequately handle the level of business.
- 4) All counter areas where the food is served, the food is prepared, and the food is displayed, be it cafeteria style, quick-serve style, or self-serve style, shall be clean, orderly, and organized on a continual basis.
- 5) Table Settings
- a. Table settings shall be proper and orderly, with the exact components of the center setting determined by the theme and size of the restaurant.
 - b. There should be a standard setting of napkins and flatware, as well as an arrangement of condiments in the center of each table, comprised of salt, pepper, sugar, and other items.
 - c. Every effort shall be made to ensure that the entire table setting is arranged the same on all tables, providing uniformity to the dining area.
 - d. Salt and pepper shakers shall be full and clean and holes open for easy pour. Be sure salt is in the saltshakers, and pepper is in the pepper shakers. Keep grains of rice, no more than three, in the saltshaker to absorb moisture. Salt and pepper shall be clean, dry, and of adequate supply to keep shakers full.



- e. Sugar bowls shall be full of appropriately packaged sugar or artificial sweetener. Sugar bowls must not be chipped and must be clean inside and out. If it is a dispenser, it must be clean, full of sugar, and tightly covered.
- f. Napkins shall be of the proper size, color, and fold, with no holes. If paper, they shall be of the correct size, color, and ply and properly positioned on the table. Where applicable, napkin dispensers shall be clean, shiny, and always full of the correct napkin size and color.
- g. Flatware shall be clean and polished, unstained by food, and free of water spots and tarnish.
- h. Flatware shall be properly positioned depending on design of table and must be in accordance with the standard setting for the specific restaurant.
- i. Place mats, if applicable, shall be clean, unblemished, and set squarely on the place setting.

6) Supply Stations

- a. Water pitchers and coffeepots shall be in adequate supply, clean, and in good condition.
- b. Service stations and condiment areas shall be clean, organized, and well stocked. All doors, drawers, and shelves shall be in proper working order with all appropriate hardware and fasteners.
- c. Cups, mugs, and lids should be organized by size and adequately stocked.
- d. Straws, stir sticks, and disposable flatware, if applicable, shall be well stocked and neatly stored in clean containers.
- e. Creamers shall be well stocked, chilled, and ready for use.
- f. Condiments such as ketchup, mustard, steak sauce, Worcestershire sauce, hot sauce, honey, etc. shall be stocked in adequate supply in clean dispensers, and shall be filled on a regular basis and ready for use.
- g. Pre-packaged condiments such as salt, pepper, sugar, sugar substitute, ketchup, mustard, honey, etc. shall be well stocked and neatly stored in clean containers.

8.19 Food Product Standards

To provide the highest level of customer satisfaction, food products must meet or exceed the minimum food grade specifications established below.



Products shall be purchased from only reputable commercial food vendors, and shall be received, transported, and stored in a manner that ensures the quality does not decline.

All products to be served, including beverages or hot or cold foods should be properly rotated using the First In, First Out method of control.

Products must meet the minimum food grade specifications established below and any products that have deteriorated below the acceptable quality for the product in question shall be discarded.

- 1) All meats, meat products, poultry, poultry products, and fish must be government inspected.
- 2) Beef, lamb, and veal shall be USDA Grade "choice" or better.
- 3) Pork shall be US No. 1 or US No. 2.
- 4) Poultry shall be US Government Grade A.
- 5) Fresh fish and seafood shall be top grade.
- 6) Frozen fish or seafood shall be a nationally distributed brand that is packed under continual USDA inspection.
- 7) Eggs shall be fresh USDA or state Grade A.
- 8) Butter shall be USDA Grade A.
- 9) All grated cheese shall be USDA Grade A.
- 10) Milk and milk products shall be USDA Grade A.
- 11) All graded fresh fruits and vegetables shall be USDA "fancy" to USDA No. 1.
- 12) Frozen fruits and vegetables shall be USDA Grade A.
- 13) Dry stored items and canned goods shall be Grade A fancy.

8.20 Quantity and Variety

- 1) Concessionaire shall keep on hand sufficient quantities of all products to allow preparation of all menu items to meet the demands of its customers.
- 2) Portions shall be consistent in weight and size to products served in comparable restaurants in the greater Albuquerque metropolitan area.
- 3) In addition, Concessionaire shall provide a broad variety of products to satisfy customer demands and meet their expectations.



8.21 Food Preparation

The center of operations of each Concession Location is the food preparation area including food prep tables, counter areas, refrigerated food storage, pantries, and associated kitchen equipment. Concessionaire shall maintain all standards established by the applicable health authority in the food preparation area at all times.

To promote effective and efficient use of the food preparation area, this area should be continually cleaned and emphasis must be placed on maintaining the area in an organized manner.

All food deliveries must be immediately stocked in proper locations to eliminate congestion in the food preparation area.

1) Storage

- a. The storage of supplies and dry food items in pantries, on counters, or in containers should be clean, neat, and organized. Supplies of any service-ware such as plates, bowls, cups, utensils, or wraps should be neatly stored and separated.
- b. In order to eliminate the possibility of contamination of food items, cleaning supplies must never be stored within food storage areas.

2) Refrigeration Cases

- a. Products stored in refrigerated display cases, which are visible to the customers should be kept neat and always organized.
- b. These cases should be well maintained, with glass fronts continually cleaned to remove fingerprints and smudges, and stainless-steel elements polished regularly.
- c. As bulk raw products are removed from refrigerated cases, and portions of those products are used, the remaining amount should be immediately returned to the case, and the containers for the products should be cleaned.

3) Made to Order Food Items

- a. Some Concession Locations may have an area where made to order food items are prepared in view of the customer.
- b. These areas must be carefully monitored and must be continually cleaned to meet customer expectations of cleanliness and to ensure a positive customer experience.



- c. After each made to order item is prepared, the food preparation area should be immediately cleaned and all food and other waste should be removed and disposed of properly.
- d. Utensils, pots, pans, and other equipment used in the preparation of the food item should immediately be cleaned, or if necessary, removed from the food preparation area.

4) Hot Food Storage

- a. A steam table or heat lamp should be used for storing prepared hot foods to be used in the preparation of menu items.
- b. The equipment, including the pans that sit within it, should be continuously cleaned, and the area continually wiped to eliminate spills or drips.
- c. Pans should fit properly and should be covered, and there should be no open spaces in the steam table to allow steam out.
- d. Utensils used for serving should be clean and readily available for use.

5) Ice Bin Storage

- a. Ice bins used for chilling foods or beverages should be wiped free of condensation, cleaned to remove dirt or food particles, and filled with fresh ice.

6) Waste Removal

- a. Garbage containers in adequate size and number should be provided in the food preparation area and must be immediately accessible to those employees preparing menu items.
- b. These containers should be emptied frequently, must be wiped clean, and to the extent possible, kept out of view of customers.

7) Food Composting

- a. A waste audit conducted in April 2024 indicated that a significant portion of airport waste consists of compostable material. As a result, the Airport is implementing a **composting pilot program** as part of its broader sustainability and waste-reduction initiatives. The program is designed to divert organic waste from landfills by collecting and composting food scraps and other approved compostable materials generated by airport concessions. The composting initiative supports the City's sustainability goals and aligns



with broader efforts to reduce food waste, promote responsible waste management, and improve environmental performance.

- b. The pilot program is expected to run for approximately three months. Based on the results, the Airport may refine program procedures and expand composting participation to additional concession locations.
- c. Fees associated with implementing and sustaining a food composting program will be passed through to each food/beverage and/or lounge tenant.
- d. The pilot program introduces a structured system for separating compostable materials from other waste streams. Participating concessionaires will be provided with designated compost collection containers and clear signage identifying acceptable materials.
 - 1. Compost waste will be collected and processed through a local composting partner.
 - 2. Color-coded containers (green) will be used for compostable materials.
 - 3. Bins will be located in designated back-of-house areas and at approved collection sites.
 - 4. Training will be provided to concession employees on proper waste separation procedures.
 - 5. Signage will be installed to clearly identify compostable materials and disposal locations.
- e. Regular waste audits will be conducted to verify proper waste separation and program effectiveness.
 - 1. Data will be collected to measure compost diversion and identify opportunities for improvement.
 - 2. Employee feedback may be gathered to evaluate operational impacts and program usability.

8.22 Cleanliness of the Concession Location

Concessionaire must implement appropriate cleaning practices and procedures to ensure the highest level of cleanliness within the Concession Location. Cleanliness is the absence of dirt while sanitary is the control of bacteria to an acceptable level.



Concessionaire must provide a written cleaning practices and procedures manual, specific to each Concession Location, which must be followed during each day to achieve the maximum level of cleanliness.

The cleaning practices and procedures manual must address, at a minimum, the following:

- 1) Concession Location and surrounding areas shall be free of debris, trash, spills, soiled dishes, soiled glassware, soiled flatware, soiled linen (e.g. napkins, aprons, uniforms, etc.), or soiled cleaning supplies (e.g. rags and buckets) originating from Concessionaire's operations or customers.
- 2) All kitchen equipment, walls, floors, counters, and other surfaces shall be cleaned and sanitized frequently. Kitchen areas, food preparation areas, serving areas, and employee areas shall be cleaned daily.
- 3) If an ice cream machine is used, it should be frequently disassembled and thoroughly cleaned to eliminate the possibility of contamination.
- 4) Ice cream cabinets should be frequently cleaned inside and out, and ice should not be allowed to accumulate within the cabinet.
 - a. Scoops or dippers should be placed in a dipper well with fresh water flowing through the well.
- 5) At all bar service areas, glassware racks and shelves shall be spotlessly clean and completely free of dust and there shall be an adequate supply of glassware to accommodate the typical service requirements.
 - a. Proper handling techniques for all glassware, using only the base or stem, must be implemented.
- 6) Concession Location including public areas shall be free of hazardous conditions originating from Concessionaire's operations. Concessionaire shall promptly notify the Aviation Department of other hazardous conditions in the public areas outside of the Concession Location.
- 7) Seating areas within, and adjacent to, the Concession Location shall be monitored to ensure that they are kept clean and orderly.
- 8) Tables and chairs must be clean and properly aligned, and dishes, trays, and trash must not be allowed to accumulate.
- 9) Cleaning supplies and other materials that may be hazardous must not be stored in kitchen areas, food preparation areas, food storage areas, or food service areas.



- 10) All walls, floors, ceilings, equipment, and fixtures must be properly cleaned and maintained to eliminate the presence of rodents, flies, roaches, and other pests that cause health or safety hazards.
 - a. A professional pest control service must be used, at least monthly, to ensure adequate prevention of harborage or feeding of insects or rodents. Concessionaire shall coordinate its pest control activities with the Aviation Department upon request and shall promptly notify the Aviation Department of any pest activity observed in or near the Concession Location.
 - b. Copies of pest control inspections and pest control service reports must be provided to the Aviation Department's Contract Manager within twenty-four (24) hours after such service has been completed.
- 11) All refuse containers located in the food preparation area and public areas must have tight fitting lids and shall be regularly emptied and cleaned to prevent odors.
- 12) Boxes, cartons, barrels, trash containers, or other similar items shall not be allowed to remain within view of the public.
 - a. Concessionaire shall be granted the right to use the Aviation Department's trash compactors for disposal of trash and debris generated from its operations.
 - b. Concessionaire must ensure that its trash and debris are placed completely within the compactor and the area around the compactor is kept clear of trash and debris, or Concessionaire's right to use such compactors may be revoked at City's sole discretion.

9. Lounge Operation Standards

This section applies to Concessionaires operating a passenger lounge or club (each, a "Lounge Operator"). Lounges are controlled-access environments intended to provide an elevated guest experience while maintaining strict compliance with all Sunport safety, security, health, and operational requirements.

9.1 Controlled Access and Eligibility Verification

- 1) Access must be controlled at all times. Lounge Operators shall verify guest eligibility at entry (e.g., valid same-day boarding pass and any required entitlement such as membership, invitation, voucher, or airline status), consistent with the Lounge Operator's agreements and published lounge rules.



- 2) Entry requirements, guest limits, and any time limits (if used) must be clearly communicated to guests at or before entry (signage, digital display, or other posted notice).
- 3) Lounge Operators shall implement procedures to prevent “tailgating” (unauthorized entry behind another guest) and shall ensure that emergency exits are not used for routine entry/exit.
- 4) Lounge Operators shall not provide access to individuals who do not meet eligibility requirements and may suspend entry when the lounge is at capacity or when needed for safety/security reasons.

9.1.1. Capacity Management and Customer Queuing

- 1) Lounge Operators shall not exceed the posted occupant load and shall maintain all required egress paths, aisles, and accessible routes free of obstruction.
- 2) When entry is restricted due to capacity, Lounge Operators shall use a documented waitlist/queue process and communicate expected wait times when practicable.
- 3) Any queue outside the lounge must be managed with Aviation Department-approved devices (e.g., stanchions) and positioned so it does not interfere with concourse circulation, neighboring concessions, or emergency egress.
- 4) If paid access is offered (e.g., day passes), Lounge Operators shall not sell access when entry is not reasonably available and must follow the disclosure/refund guidance in the “Payments and Refunds” section.

9.2 Guest Conduct and House Rules

- 1) Lounge Operators shall maintain written “house rules” addressing expected guest conduct (e.g., noise levels, phone/video call etiquette, supervision of children, smoking/vaping prohibitions, and prohibited behavior). House rules must be posted in a guest-facing manner.
- 2) Guests who are disruptive, abusive to staff or other guests, or who fail to comply with house rules may be requested to leave the lounge. If a guest refuses to comply, Lounge Operators shall contact the Airport Communication Center and/or Aviation Police as appropriate.
- 3) Lounge Operators shall comply with all applicable accessibility requirements and shall provide reasonable assistance to guests with disabilities. Service animals must be accommodated in accordance with applicable laws and airport policies.



9.3 Food and Beverage Service in Lounges

- 1) All food and beverage handling, storage, preparation, and service within lounges must comply with applicable health codes and with the “Food Product Standards,” “Food Preparation,” and “Cleanliness” requirements in this Handbook.
- 2) For self-service buffets and beverage stations, Lounge Operators shall implement controls to maintain sanitation and prevent cross-contamination, including (as applicable) sneeze guards, clean serving utensils, frequent wipe-downs, and time/temperature monitoring for hot and cold items.
- 3) Menu cards, buffet labels, digital displays, or other guest-facing signage shall identify items offered and shall provide written notification of major allergens in unpackaged food items, consistent with applicable law.
- 4) Lounge Operator shall maintain a valid City of Albuquerque food establishment permit for the lounge and shall display the current grade sticker in a visible location while ensuring that staff is compliant with all applicable Food Service and Retail ordinances. Lounge Operator shall comply with all health inspections and shall correct any deficiencies within the timeframe required by the health authority, in accordance with Section 5.7.1, Health Inspections.

9.3.1. Alcohol Service in Lounges

- 1) If alcohol is served, Lounge Operator shall obtain and maintain all licenses, permits, and approvals required by the State of New Mexico, the City of Albuquerque, and the Aviation Department, unless otherwise expressly provided in the Agreement.
- 2) The current liquor license shall be prominently displayed in full public view within the lounge. Lounge Operator shall display all ABC-required posters in full public view, shall maintain a hard copy of the current ABC-approved floor plan on the licensed premises, and shall maintain hard or electronic copies of the current Liquor Control Act and ABC rules on the licensed premises for inspection.
- 3) Lounge Operator shall keep on the licensed premises copies of all invoices received during the preceding two (2) years from all suppliers of inventory maintained on the licensed premises and shall make such records immediately available upon request of the Aviation Department, the City, ABC, law enforcement, or other authorized inspectors.
- 4) Lounge Operator shall maintain on the licensed premises a current roster of all employees required to hold server permits, including each employee’s name, server permit number, and expiration date. Temporary proof of certification, if applicable, shall also be maintained and made available upon request.



- 5) No alcoholic beverage shall be sold, served, dispensed, or otherwise provided to any person under twenty-one (21) years of age or to any visibly intoxicated person. Lounge staff shall request acceptable proof of age from any guest who appears younger than thirty-five (35) years of age, and from any guest whenever age is in question.
- 6) Any employee who sells, serves, dispenses, or manages, directs, or controls the sale or service of alcohol shall successfully complete a current New Mexico ABC-approved Alcohol Server Education course within thirty (30) days of employment and shall maintain a current server permit while performing such duties. A New Mexico-specific ServSafe alcohol course may be used if it is offered through a then-current ABC-approved provider. TIPS or any other national program does not satisfy this requirement unless it is specifically approved by New Mexico ABC for New Mexico server permitting at the time completed.
- 7) Lounge Operator shall adopt and enforce written responsible alcohol service procedures addressing age verification, identification of intoxication, refusal of service, manager escalation, incident response, and unauthorized removal of alcohol from the licensed premises. Alcoholic beverages may not be removed from the lounge except as specifically permitted by law, by license, and by written Aviation Department approval.
- 8) Lounge Operator shall maintain an alcohol refusal and incident log, in hard copy or electronic form, documenting refusals of service, denials of entry due to intoxication, confiscated false identification, guest removals, and any alcohol-related incident requiring manager intervention or contact with Airport Communications Center or Aviation Police. Each entry shall include the date, time, employee name, manager notified, summary of the event, and disposition.

9.4 Amenities, Cleanliness, and Premium Areas

- 1) Lounges must be maintained at a consistently high standard of cleanliness. High-touch areas (e.g., seating, tables, buffet surfaces, door handles, restrooms/showers if provided) must be cleaned and sanitized at a frequency appropriate to passenger volumes.
- 2) If showers, restrooms, nap rooms, private work rooms, or similar amenities are provided, Lounge Operators shall implement a documented cleaning and inspection schedule and maintain adequate supplies (e.g., soap, paper products, towels).
- 3) Furniture, fixtures, and finishes must be maintained in good repair to avoid safety hazards and to preserve the premium guest experience.



9.5 Technology and Data Privacy

- 1) Any lounge IT systems (e.g., guest Wi-Fi, access scanners, membership validation systems, printers, TVs, digital signage) must be installed and operated in coordination with the Sunport's IT requirements and must not interfere with airport operations or communications.
- 2) Lounge Operators shall protect guest personal information (e.g., membership numbers, boarding pass data) and should avoid speaking sensitive information aloud where others can overhear. Access logs and any guest data collected must be handled in accordance with applicable privacy and security requirements.

9.6 Staffing and Training

- 1) At all times the lounge is open, Lounge Operator shall have an experienced supervisor or manager on duty with authority to address guest issues, safety and security incidents, and operational decisions.
- 2) At least one supervisory or management employee assigned to the lounge and having authority to direct and control food preparation and service shall hold a current Certified Food Protection Manager certification from an accredited program accepted by the City of Albuquerque, such as ServSafe Manager or an equivalent accredited program.
- 3) Each employee who handles open food, utensils, or food-contact surfaces shall obtain a valid Food Handler Card within thirty (30) days of employment unless exempt by applicable law or unless Lounge Operator is operating under an alternative training program approved by the City. A Food Handler Card shall be kept on the employee's person while working, or a copy shall be kept on file at the lounge and made available upon request.
- 4) If Lounge Operator uses an approved alternative training program in lieu of Food Handler Cards, each affected employee shall be trained by the Certified Food Protection Manager within thirty (30) days of employment. Lounge Operator shall maintain records of such training, including the trainer's name, date of training, and names of employees trained, for the duration of each employee's employment.
- 5) Staff training shall include, at a minimum, guest eligibility verification and access control procedures, customer service and service recovery, de-escalation and conflict resolution, emergency procedures, food safety and sanitation, time and temperature control, allergen awareness, responsible alcohol service, and incident reporting.



- 6) Lounge Operator shall maintain a current training matrix listing each employee's name, position, Sunport badge status, Food Handler Card status, Certified Food Protection Manager status, server permit status, dates of initial training, dates of refresher training, and expiration dates of required certifications. The training matrix and supporting records shall be kept on-site, in hard copy or electronic form, and made available upon request to the Aviation Department, the City, and other authorized inspectors.
- 7) Lounge Operator shall maintain contemporaneous temperature logs for TCS foods, contemporaneous calibration logs for food temperature measuring equipment, and cleaning and inspection logs for buffet areas, self-service beverage stations, and any lounge restrooms, showers, or similar guest amenities. Such logs shall be kept current each day and made available upon request.

9.7 Deliveries, Storage, and Waste

- 1) Lounge Operators shall follow all delivery, freight inspection, and stocking rules in this Handbook, including escorting requirements and approved delivery windows/routes.
- 2) Supplies, carts, and waste may not be staged in public corridors or in a manner that impacts passenger flow. Lounge Operators shall manage back-of-house storage to prevent clutter and to maintain required egress paths.
- 3) Alcohol, cash, and other controlled items must be stored securely with controlled access.

9.8 Incident Response and Reporting

In addition to the "Reporting" requirements in this Handbook, Lounge Operators shall document and promptly report incidents involving guest injury, safety hazards, security concerns, or disruptive conduct. Immediate threats, medical emergencies, and security issues must be reported to the Airport Communication Center as soon as it is safe to do so.

Lounge Operators shall maintain an internal incident log and make it available to the Aviation Department upon request, consistent with the Agreement.

10. Alcohol Retail Selling Policies

10.1.1. Regulatory Responsibilities

Package liquor cannot be sold under the City's Governmental Liquor License. Therefore, Concessionaires will be solely responsible for obtaining New Mexico Alcohol Beverage



Control (ABC) licensing approval and managing the sale of package alcoholic products inside their airport retail leased premise spaces.

10.1.2. New Mexico Liquor Regulations

- Concessionaires leased premise space will be excluded from the City’s governmental liquor license floorplan, allowing Concessionaire to sell package liquor under an applicable New Mexico liquor license.
- All packaged alcoholic products are required to be transacted through a dedicated point of sale (POS) checkout system.
- Sales of packaged alcoholic products are required to be “bifurcated” and not “co-mingled” with sales of the retail store mix.
- Proper signage is required to be displayed within the retail store and the carved-out retail area for selling packaged alcoholic products, informing the customer that alcoholic products sold in the package alcohol area, are not to be consumed inside the retail store, or anywhere inside the airport.
- Concessionaires are responsible for abiding by all applicable liquor sale laws and reporting requirements.
- Concessionaires are required to submit a copy of their ABC Liquor License to the Contracts Department of the Sunport, no less than 30 days prior to the scheduled opening of the retail store.
- The Concessionaire is required to abide by all ABC Liquor Board guidelines on filing and/or posting the license on the premises.
- Any violation of New Mexico ABC Liquor Board regulations, or City policy in regard to sale of packaged alcoholic product/s at Sunport International Airport, will be grounds for termination of lease, or termination of the dedicated retail area for selling alcoholic products.



Glossary of Sunport Acronyms

ABQ – Albuquerque International Sunport

ABC – New Mexico Alcohol Beverage Control

ADA – Americans with Disabilities Act

ADRC – Airport Design Review Committee

CO2 – Carbon dioxide

CXE – Customer Service Experts

E-Key – Electronic key used for access control

ID – Identification

IT – Information Technology

POS – Point of Sale

RMU – Retail Merchandising Unit

SIDA – Security Identification Display Area

SOP – Standards of Operations Manual

TSA – Transportation Security Administration

TSA PreCheck – TSA trusted traveler screening program

TTY – Text telephone service for deaf and hard of hearing users

UPS – United Parcel Service

USDA – United States Department of Agriculture

USPS – United States Postal Service



Additional common airport acronyms

AOA – Air Operations Area

ARFF – Aircraft Rescue and Fire Fighting

ATC – Air Traffic Control

ATCT – Air Traffic Control Tower

CBP – U.S. Customs and Border Protection

FAA – Federal Aviation Administration

IATA – International Air Transport Association

ICAO – International Civil Aviation Organization

NOTAM – Notice to Air Missions

PFC – Passenger Facility Charge

CFC – Customer Facility Charge

FBO – Fixed Base Operator



Contacts and Websites

What to call for	Phone	Email	Notes
Emergency and security			
Airport emergencies (Sunport emergency line)	(505) 842-4004		For urgent airport incidents.
Airport Communications Center / paging / Aviation Police	(505) 244-7706		24/7 line. Also used for paging, debris reports, and general operations coordination.
Access Control / Badge Office	(505) 244-7702		Badges and access control questions.
TSA (Albuquerque)	(505) 246-4100		General TSA contact at ABQ.
Operations, facilities, and environmental reporting			
Main airport number (Aviation Department)	(505) 244-7700		General switchboard.
Concession Manager	(505) 651-5886	kseamars@cabq.gov	
Report a spill (non-emergency)	(505) 244-7706		Call Communications Center and be ready with location, material, and estimated quantity.
Environmental Manager (SWPPP contact)	(505) 244-7836	calbrecht@cabq.gov	Stormwater, spill follow-up, and environmental compliance.
Noise complaints hotline	(505) 842-2007		Recorded line for aircraft noise complaints.
Parking and ground transportation			
Parking Office (assistance, jumpstarts, etc.)	(505) 244-7883		Use for parking help and support.
Parking information hotline (current parking info)	(505) 842-7030		Rates and availability info line.
Rental car shuttle service	(505) 315-7770		Shuttle questions and issues.
Lost and found			
Items left in the terminal (Sunport lost and found)	(505) 244-7706		24/7 line for items left at the Sunport, not TSA checkpoint, not airlines.
Items left at TSA checkpoint (TSA lost and found)	(833) 359-1324	NMLF@tsa.dhs.gov	24/7 recorded line; email for follow-up.



TSA customer service (business hours)	(866) 289-9673		General TSA customer service number.
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Websites

abqsunport.com

abqftz.com

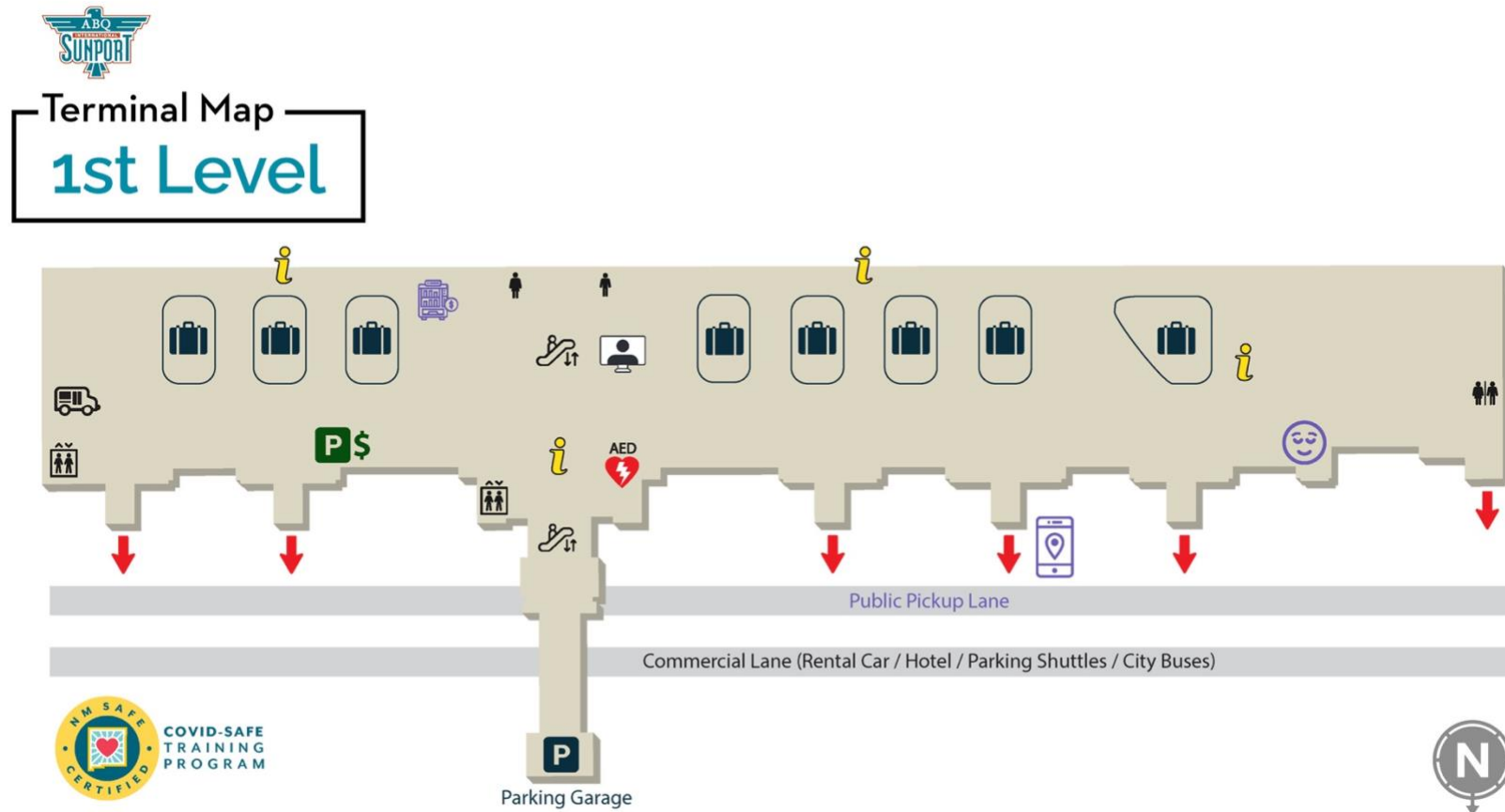


Appendix A – Sunport Parking Map



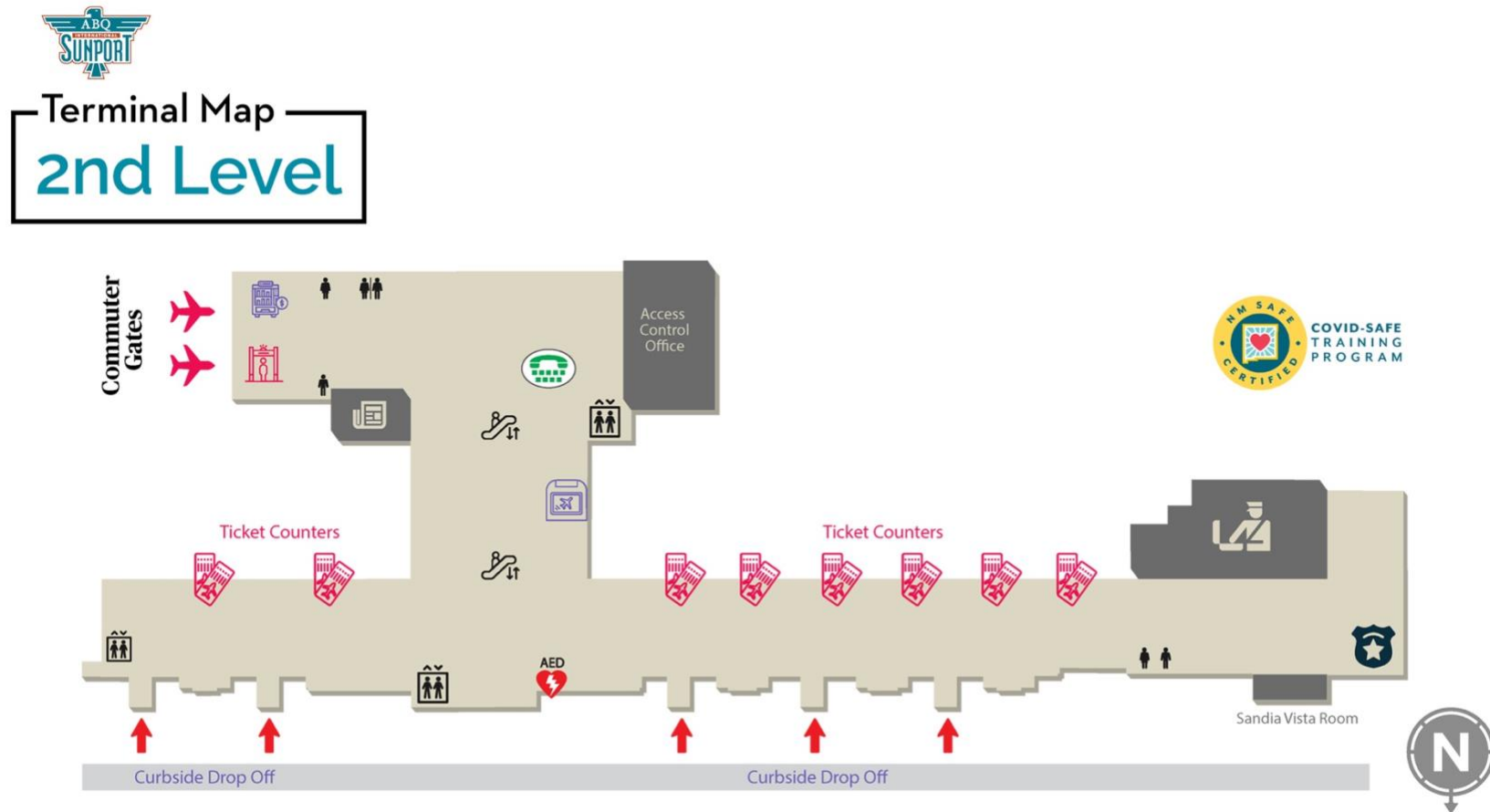


Appendix B – 1st Level Terminal Map



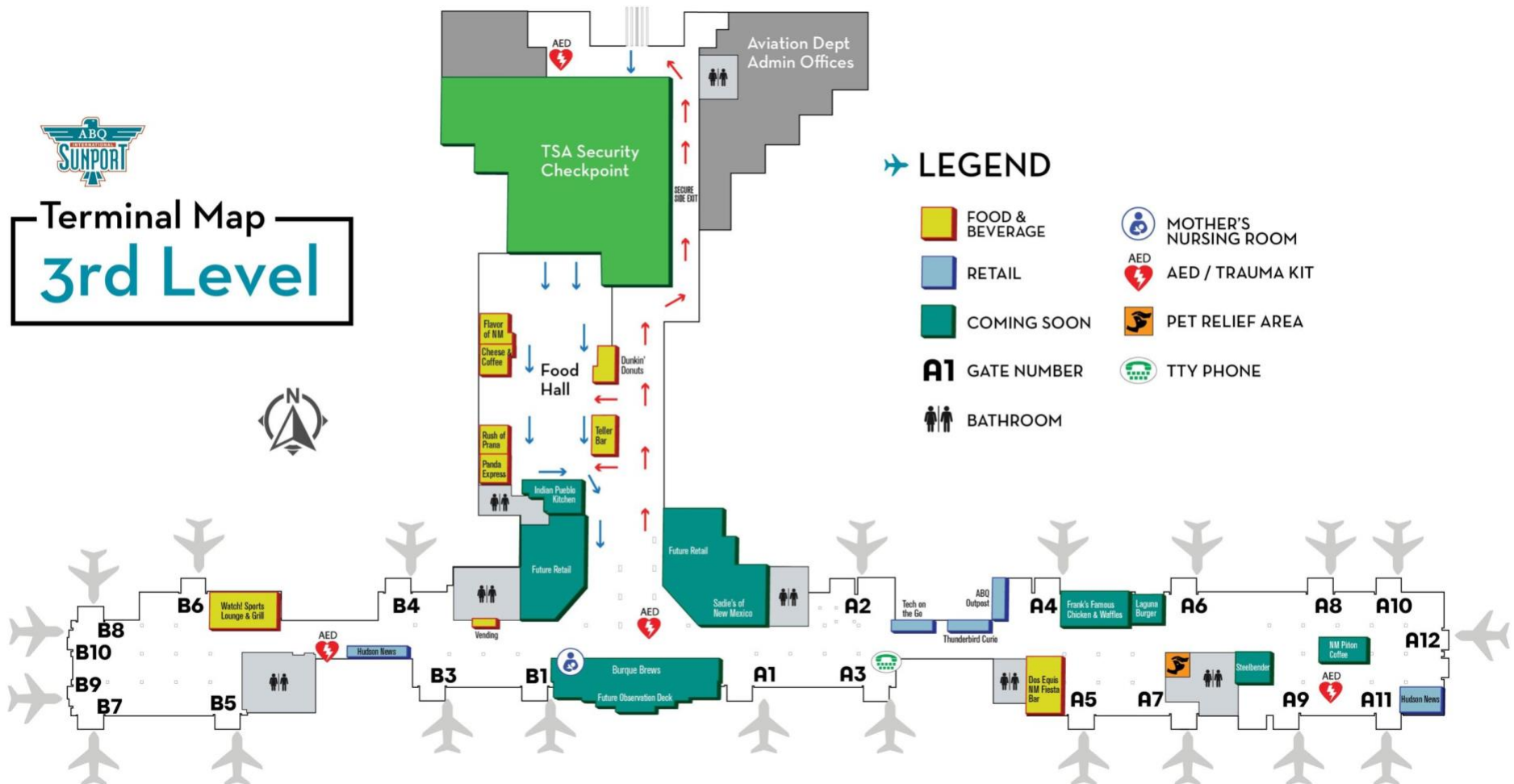


Appendix B – 2nd Level Terminal Map





Appendix B – 3rd Level Terminal Map





Appendix C - Contractor Request Form

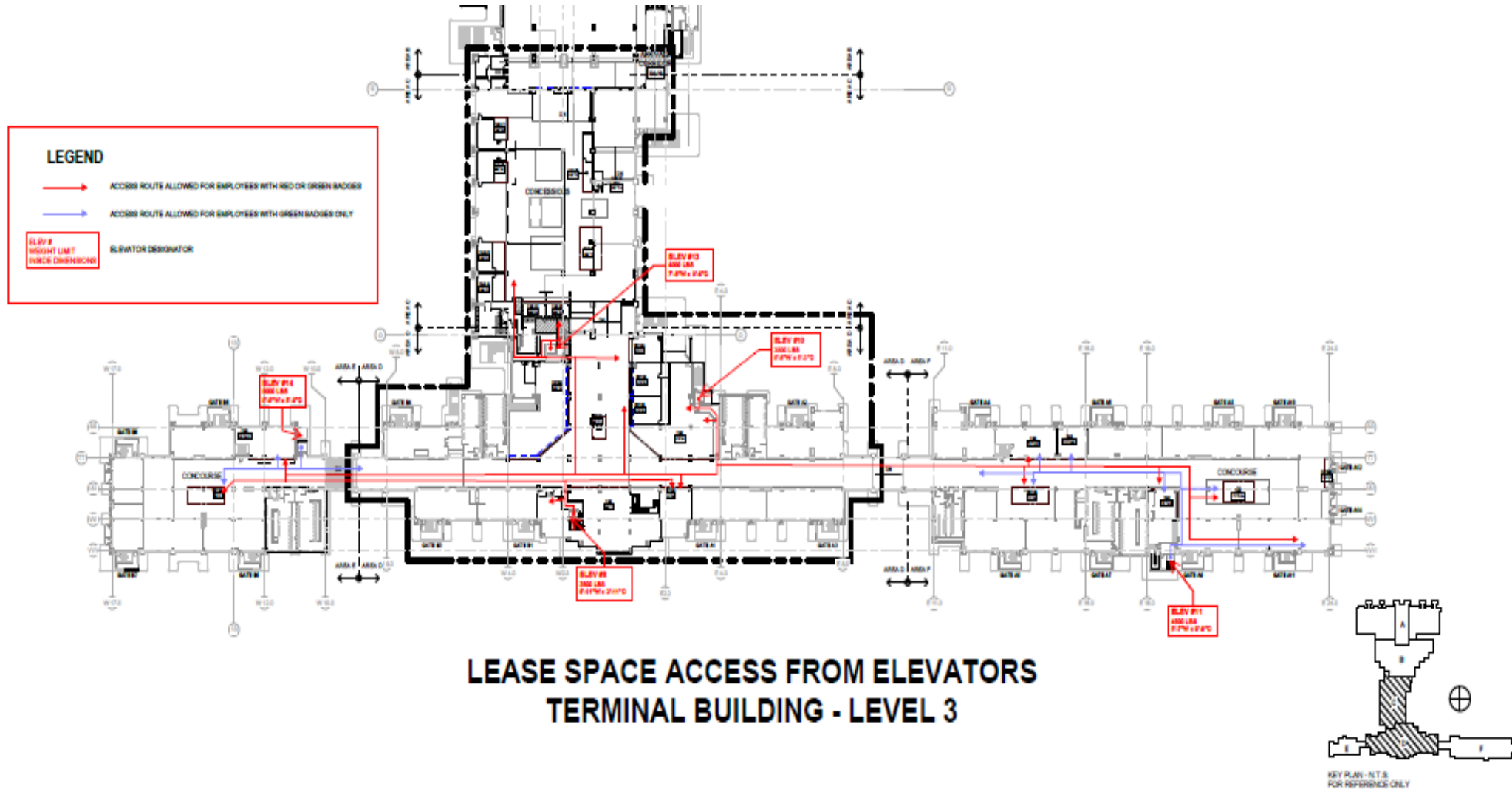
Appendix D – Employee Parking Map



Appendix E – Freight Delivery Terminal



Appendix F – Employee Access





BREEZEWAY SUPPORT COMPLEX

The plan shows a large rectangular building with a grid of rooms labeled RD-C 1000 sq ft through RD-S 400 sq ft. A central corridor system is highlighted in purple. To the left of the building is a long row of parking spaces, each labeled 'Parking'. Below the building, there are two 'Loading Zone' areas marked with red hatching. A 'STAGING AREA' is also indicated. To the right, there is a 'Delivery Truck Parking' area with a '90 Min Max' time limit. The plan also shows several 'Elevator' locations and 'Stairs' throughout the building. A 'Drive Thru' area is located at the bottom left, with a yellow hatched area labeled 'Exterior Walk Way'. A red hatched area at the bottom right is labeled 'FIRE LANE NO PARKING'. A 'Loading Zone' is also marked with a red hatched area near the bottom left. A 'Staging Area' is marked with a red hatched area near the bottom center. A 'Delivery Truck Parking' area is marked with a red hatched area near the bottom right. A '90 Min Max' time limit is indicated for the delivery truck parking area. A 'Drive Thru' area is located at the bottom left, with a yellow hatched area labeled 'Exterior Walk Way'. A red hatched area at the bottom right is labeled 'FIRE LANE NO PARKING'. A 'Loading Zone' is also marked with a red hatched area near the bottom left. A 'Staging Area' is marked with a red hatched area near the bottom center. A 'Delivery Truck Parking' area is marked with a red hatched area near the bottom right. A '90 Min Max' time limit is indicated for the delivery truck parking area.



Appendix G – Breezeway Support Complex Map 2 of 2

BREEZEWAY SUPPORT COMPLEX

